



LETTER OF ANNOUNCEMENT
EMVO Support & Helpdesk: Holiday season availability

11th December 2023

As we approach the festive period and the end of the year, EMVO would like to update you regarding our support timetable.

EMVO's office will be **closed** from Friday, December 22nd to Monday, January 1st, 2024 (included).

During this period, our **Helpdesk will remain open** as follows:

- Tuesday, December 26th – fully operational from 09:00 to 17:00 CET;
- Wednesday, December 27th – on-call only (+32 472 03 25 48)
- Thursday, December 28th – fully operational from 09:00 to 17:00 CET;
- Friday, December 29th – fully operational from 09:00 to 17:00 CET;

In case of emergencies or other urgent escalations, please contact the following members of our Support Team:

- Sabra Kapalanga at + 32 495 55 92 04
- Lorenzo Mari at +32 472 03 25 48

Thank you for your collaboration during 2023! We wish you and your families a safe and joyful holiday period!

End of year Service desk satisfaction survey

We would appreciate your feedback for the Service Desk!

We're always seeking ways to maximize your experience, so please let us know your [thoughts!](#)

Should you have any questions, please do not hesitate to contact our Helpdesk.

Tel. Helpdesk: **+32 (0)2 657 00 08**

Self-Service Portal: <https://help.emvo-medicines.eu/en>

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation



www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

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