



**LETTER OF ANNOUNCEMENT**  
**EMVO Helpdesk: Holiday season availability Update**

3<sup>rd</sup> December 2024

As we approach the festive period and the end of 2024, EMVO would like to inform you about our **official Helpdesk and EMVO office schedule**. Please kindly note that the below dates were slightly modified from the previously sent communication.

EMVO's office will be closed from **Monday, 23 December to Wednesday, 1 January, 2025 (included)**.

### **Helpdesk Availability**

EMVO Service Desk will operate as follows between **Monday, 23 December 2024, and Wednesday, 1 January 2025**:

- **Monday, 23 December** – Fully operational from 09:00 to 17:00 CET;
- **Tuesday, 24 December** – Fully operational from 09:00 to 17:00 CET;
- **Wednesday, 25 December** – Closed
- **Thursday, 26 December** – Fully operational from 09:00 to 17:00 CET;
- **Friday, 27 December** – Fully operational from 09:00 to 17:00 CET;
- **Monday, 30 December** – Fully operational from 09:00 to 17:00 CET;
- **Tuesday, 31 December** - Fully operational from 09:00 to 17:00 CET;
- **Wednesday, 1 January** – Closed

For inquiries outside these hours, you can consult the [EMVO Self-Service Portal](#), which is available 24/7.

### **Emergency Contact**

For emergencies or urgent escalations, please contact:

- **Lorenzo Mari at +32 472 03 25 48**

### **Share Your Feedback**

We value your input! To help us enhance our **Service Desk**, we invite you to complete our [End-of-Year Service Desk Satisfaction Survey](#). Your feedback will guide us in improving your experience.

**Thank you!**



Thank you for your collaboration throughout 2024! We wish you and your loved ones a joyful and safe holiday season.

For any further assistance, please do not hesitate to contact our **Service Desk**:

**Phone: +32 (0)2 657 00 08**

**E-Mail: [helpdesk@emvo-medicines.eu](mailto:helpdesk@emvo-medicines.eu)**

**EMVO Team**

**European Medicines Verification Organisation**

[www.emvo-medicines.eu](http://www.emvo-medicines.eu)

[helpdesk@emvo-medicines.eu](mailto:helpdesk@emvo-medicines.eu)

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