

Country	Supported Countries	Region	Generic PV Email	Switch Board Number
Algeria		Africa	drugsafety.algeria@novartis.com	+213 554 327 767
Argentina	Bolivia;Paraguay;Uruguay; (for NPH and NGX) Paraguay;Uruguay; (for Alcon)	LatAm	Drug_safety.argentina@novartis.com	+54 11 4703 7000
Australia	Nauru;New Zealand;Cocos (Keeling) Island;Fiji;Solomon Island;Papua New Guinea	Asia & Pacific	patientsafety.aunz@novartis.com.	61298053555
Austria		Europe	austria.pharmacovigilance@novartis.com;	+43 1 866 570
Bangladesh		Asia & Pacific	drug_safety.bangladesh@novartis.com	+880 9606300133
Belgium	Luxembourg	Europe	drug.safety_belgium@novartis.com (PV)	+32 2 246 16 11
Brazil		LatAm	farmaco.novartis@novartis.com	+55 11 5532 7122
Bulgaria		Europe	drug_safety.bulgaria@novartis.com (PV);	+359 2 489 98 28
CAC	Guyana;Haiti;Costa Rica;Guatemala;El Salvador;Honduras;Nicaragua;Panama;Dominican Republic;Anguilla ;Antigua and Barbuda;Aruba;Bahamas;Barbados;Belize;Bermuda;British Virgin Islands;Cayman Islands;Curacao;Dominica;Grenada;Guyana ;Haiti;Jamaica;Montserrat;Saint Kitts and Nevis;Saint Lucia;Saint Martin (for NPH, NGX);Saint Vincent and the Grenadines;Suriname;Trinidad and Tobago ;Turks and Caicos Islands	LatAm	seguridad.clinica@novartis.com	+502 2422 84 00
Canada		Other (USA or Japan)	drug.safety@novartis.com	+514 631 6775
Chile		LatAm	chile.drugsafety@novartis.com	+56 2 3500200
China		Asia & Pacific	Drugsafety.China@novartis.com	+86 10 8566 8888
Colombia	Venezuela	LatAm	colombia.farmacovigilancia@novartis.com	+57 1 6544599
Croatia		Europe	prijava.nuspojave@novartis.com	+385 1 6274220
Cyprus		Europe	drug_safety.cyprus@novartis.com	+357 22 690 690, +357 22 690 600
Czech Republic		Europe	farmakovigilance.cz@novartis.com safety.dk@novartis.com (PV)	+420 800 40 40 50
Denmark	Greenland;Iceland	Europe	complaints.nordic@alcon.com (devices)	+45 39 16 84 00
Ecuador		LatAm	drug.safety_ecuador@novartis.com; clinicalsafety.peru@novartis.com; RA Contact for PSURS ALCON PHARMA: paulina.de_la_torre@novartis.com	+593 2 3990113
Egypt		Middle East	drug_safety.egypt@novartis.com	+20 222861351
English East Africa	Kenya;Burundi;Djibouti;Eritrea;Ethiopia;Rwanda;Somalia;South Sudan;Sudan;Tanzania;Uganda	Africa	drug.safetyyssa@novartis.com	+254 20 2737771
English West Africa	Ghana;Liberia;Sierra Leone;Nigeria;Gambia	Africa	drug.safetyyssa@novartis.com	NA
Estonia		Europe	drugsafety.estonia@novartis.com	+372 6630832
Eurasian	Russia, Belarus, Armenia, Kazakhstan, Kyrgyzstan	Europe	drug.safety_russia@novartis.com (for Russia); drugsafety.cis@novartis.com (for Armenia, Belarus, Kazakhstan, Kyrgyzstan)	+7 495 967 1270
Finland		Europe	safety.fi@novartis.com	+358 10 6133 200
France	Monaco	Europe	phv.phfruu@novartis.com	+33 1 55 47 60 00

	Chad;Congo, Democratic Republic of;Congo,Republic of;Equatorial Guinea;Gabon;Guinea;Cote d'Ivoire;Benin;Burkina Faso;Cameroon;Central African Republic;Guinea-			
French West Africa	Bissau;Mali;Mauritania ;Niger;Senegal;Togo	Africa	drug.safetyssa@novartis.com	+221 33 859 45 00
Germany		Europe	ams.novartis@novartis.com	+49 911 273 0
Germany		Europe	de.pharmacovigilance@hexal.com	+49 8024 908 0
Greece		Europe	drug_safety.greece@novartis.com	+30 210 28 11 712
GULF cluster	Kuwait;Oman;Qatar;Bahrain;Yemen;United Arab Emirates	Middle East	drugs_safety.mecluster@novartis.com	+97144357002
Hong Kong	Macau	Asia & Pacific	safety.hk@novartis.com	+852 2881 4272
Hungary		Europe	safety.phhubu@novartis.com	+36 1 457 65 00
India	Bhutan, Nepal, Sri-Lanka, Maldives	Asia & Pacific	india.drug_safety@novartis.com	+91 22 5024 3000
Indonesia		Asia & Pacific	drug_safety.indonesia@novartis.com	+62 21 304 80 600
				+353 1 2080 612 (Patient Safety Direct Dial) +353 1 260 12 55 (General Switch Board)
Ireland		Europe	drugsafety.dublin@novartis.com	
Israel		Europe	safetydesk.israel@novartis.com	+972 3 920 11 11
			For Novartis Pharma and Sandoz	
Italy	Vatican City, San Marino	Europe	drug_safety.italy@novartis.com	For receiving reports from study sites: farmacovigilanza.fax@novartis.com
Japan		Other (USA or Japan)	sdmtokyo.phjpto@novartis.com	+81 3 6899 8000
Japan		Other (USA or Japan)	dsj.sandoz@sandoz.com	+81 3 6899 7069
Korea, South		Asia & Pacific	safety.kor@novartis.com	+82 2 768 9007
Latvia		Europe	drugsafety.latvia@novartis.com	+371 67 887 070
Levant Countries	Lebanon;Syria;Iraq;Jordan;Palestine & Iran	Middle East	patient_safety-1.levant@novartis.com	+962 6 5508137
Lithuania		Europe	vaistusaugumas.lithuania@novartis.com	+370 5 269 16 50
Maghreb Cluster	Morocco;Tunisia;Libya	Africa	drug.safetymaghreb@novartis.com	+212 522 34 92 92
Malaysia	Brunei, Malaysia	Asia & Pacific	impsvo.sgmy@novartis.com	+60 379481888
Malta		Europe	drug_safety.malta@novartis.com	+356 21 222872
Mexico		LatAm	farmaco.vigilanciamx@novartis.com	525554208700, 525554208600
Netherlands		Europe	ims-pvo.phnlar@novartis.com	+31 88 045 2100
	Ukraine and CIS cluster (Mongolia;Moldova;Georgia;Azerbaijan;Uzbekistan;			
Non-Eurasian	Tajikistan;Turkmenistan)	Europe	drugsafety.cis@novartis.com; drugs_safety.ukraine@novartis.com safety.no@novartis.com (PV)	+380 44 389 39 30
Norway		Europe	complaints.nordic@alcon.com (devices)	+47 23 05 20 00
Pakistan	Afghanistan	Asia & Pacific	pakistan.pharmacovigilance@novartis.com	+92 21 231 33 86-90(5 lines)
Peru	Bolivia (for Alcon)	LatAm	clinicalsafety.peru@novartis.com	+51 1 2006400
Philippines		Asia & Pacific	drug_safety.phphma@novartis.com	+632 7368 7777
Poland		Europe	dse.poland@novartis.com	+48 22 37 54 888
Portugal		Europe	clinicalsafety.pt@novartis.com	+351 21 000 8600
Romania		Europe	drugsafety.romania@novartis.com	+40 21 312 99 01
				+966112658100 and
Saudi Arabia		Middle East	adverse.events@novartis.com	+966508035430

	SCG-Serbia & Montenegro;Macedonia;Kosovo;Albania;Bosnia and Herzegovina Serbia Novartis: Jelena Durkovic, Serbia Sandoz- Dragana Vuksanovic; Bosnia and Herzegovina: Novartis-Amila Djulovic, Sandoz-Tarik Kaljanac, Macedonia: Novartis-Suzana Trenchevska, Sandoz- Natasa Zivkova, Montenegro: Novartis- Jelena Stojimirovic, Albania: Novartis- Melisa Troshani, Sandoz- Briseida Dosti; Kosovo: Novartis- Bekim Gjota, Sandoz-Tringa Rachi	Europe	serbia.drugsafety@novartis.com	+381 11 2014000
Singapore	Myanmar	Asia & Pacific	patientsafety.sg@novartis.com	+65 6722 6409
Slovak Republic		Europe	vigilancia.sk@novartis.com	+421 2 5070 6111
Slovenia		Europe	slovenia.drugsafety@novartis.com	+386 1 300 75 50
South Africa		Africa	patientsafety.sacg@novartis.com : for all pharmaceutical (i.e. NPH, NGX) reports and communications. patientsafety.za@alcon.com : for all device (i.e. ALC) related reports and communications.	+27 11 347 6600
Southern Africa	Angola, Botswana, Cape Verde, Comoros, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Sao Tome and Principe, Seychelles, Swaziland, Zambia, Zimbabwe.	Africa	patientsafety.sacg@novartis.com : for all pharmaceutical (i.e. NPH, NGX) reports and communications. patientsafety.za@alcon.com : for all device (i.e. ALC) related reports and communications.	+27 11 347 6600
Spain	Cuba	Europe	spain.safety@novartis.com	+34 93 306 42 00
Sweden		Europe	safety.se@novartis.com	+46 8 732 32 00
Switzerland	Liechtenstein	Europe	nps.safetydesk@novartis.com (to be used for all communications), complaints.ch@alcon.com is still in use for Alcon Device handling and communications (mainly internal email adress for reporting device events)	+41 41 763 71 11
Taiwan		Asia & Pacific	tw.pv@novartis.com (General communications); tw.safety@novartis.com (local AE reporting and local HA communications)	+886223227742
Thailand		Asia & Pacific	drugsafety.thailand@novartis.com	+66 2 080 0976
Turkey		Middle East	drug_safety.turkey@novartis.com	+90 216 681 20 00
United Kingdom		Europe	uk.patientsafety@novartis.com General PV Email usdrugsafety.operations@novartis.com Clinical Cases Clinicalsafetyop.phuseh@Novartis.com Literature Cases Processing.Literature@Novartis.com	+44 845 6011418 (Patient safety number), +44 1276 692255 (Central switch board)
United States of America	Puerto Rico, US Virgin Islands	Other (USA or Japan)	qa.drugsafety@sandoz.com	+1 800 882 6577
United States of America	Puerto Rico, US Virgin Islands	Other (USA or Japan)	qa.drugsafety@sandoz.com	1-800-525-8747
United States of America	Puerto Rico and Virgin Islands, US	Other (USA or Japan)	msus.safety@alcon.com	817-293-0450
Venezuela	Colombia	LatAm	seguridad.clinica_venezuela@novartis.com	+ 5 71 6544444
Vietnam	Cambodia, Laos	Asia & Pacific	drug_safety.vietnam@novartis.com	+84 28 3823 9090