

1) **ICON Laboratories – Central Lab**

Global E-mail Contact: LabSiteHelp@iconplc.com

Toll Free (U.S. and Canada): +1-877-797-4422

Telephone: +1-919-674-5474

Fax: +1-631-306-5399

Hours: Monday-Friday – 24 hours

Saturday – 12:00 am - 4:30 pm (EST), 12:00 am – 9:30 pm (GMT)

Sunday – 8:00 am – 4:30 pm (EST), 1:00 pm – 9:30 pm (GMT)

2) **Kayentis – ePRO tablet**

Technical questions:

Kayentis helpdesk (24/7)

Email: helpdesk@kayentis.com

Phone: 1-877-541-1867 (Toll Free US)

00 800 74235487 (Toll Free OUS)

+33 1 60 12 72 42 (Toll)

Data management requests:

Kayentis Data managers:

Email: datamanagement@kayentis.com

3) **Bioclinica Imaging – MRI and X-Ray Logistics**

Email: helpdesk@bioclinica.com

Toll Free (US and Canada): 1-888-275-2462

International: +1-484-928-6076

4) **Banook – ECG**

Email: techsupport@banookgroup.com

Toll Free: 1-844-301-8500

Mobile: + 33.6.79.53.47.80 (24/7)

WhatsApp/Skype/Viber: 33.6.79.53.47.80 (24/7)

5) **InForm – EDC**

For technical issues **only**:

DRISSE International Service Desk: (24/7, French/English)

Toll Free (US): +1-800-836-5447 (Press 2 for English, 1 for InForm Parameter, 1 for Inform)

Fax: 0032 27 26 01 85

Email: drisse@stefanini.com

For data, query, fictitious patient, and eCRF completion issues, contact the Project Manager (located on the Project Team List found in your Study Reference Manual binder;

cc: Marjolijne.vanderStoep@glpg.com)

6) **Safety**

Serious Adverse Event reports must be sent **within 24 hours** of knowledge to fax number:

+33 155 72 56 40 or email to mail.icsr-cardioneurometab@servier.com (Cc:

mail.pv.internalmedicine@servier.com; nadya.kuzniatsova-mouchette@servier.com)

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7) **Venn Life Sciences – IXRS**

For non-urgent issues:

Email: CL2201086002@vennirt.com

For urgent issues:

Toll Free (US): 1-800-958-5217

Toll: +33 1 40 21 19 09 (Toll)