



When contacting **Sanofi Services**

THE FOLLOWING INFORMATION IS VITAL
IN THE RESOLUTION OR HANDLING OF
YOUR REQUEST

- Your Subject number
- Your Study ID and Site number
(check sticker on the back of your device or info provided by the staff)
- The reason for contacting Sanofi

Contact Us:

Via Phone:

| Country | Toll Free Number | Country | Toll Free Number |
|----------------|---|---------------|------------------|
| Argentina | 08004448324 | Korea (South) | 0079885215925 |
| Australia | 1800016053 | Latvia | 802 050 11 |
| Austria | 0800301070 | Lithuania | 80022029 |
| Belgium | 080058057 | Macedonia | 080090518 |
| Belarus | 882000110060 | Malaysia | 1800813998 |
| Brazil | 08008810031 | Mexico | 0018005146669 |
| Bulgaria | 008001100298 | Netherlands | 08000201116 |
| Canada | 8665682509 | New Zealand | 0800450329 |
| Chile | 12300205731 | Norway | 80062177 |
| Colombia | 018005181164 | Panama | 00800 226 8417 |
| China | North: 10800 852 1685 | Peru | 0800 54 045 |
| | South: 10800 152 1685 | Philippines | 1 800 1 855 0114 |
| | 4008190505 | Poland | 008003311362 |
| Croatia | 0800222785 | Portugal | 800207797 |
| Czech Republic | 800312255 | Puerto Rico | (1) 866 961 5676 |
| Denmark | 80404995 | Romania | 800833388 |
| Ecuador | 1800000576 | Russia | 81080020631033 |
| Egypt | 2 6907 383 (not TF) | Saudi Arabia | 800035703094 |
| Estonia | 8002229 | Serbia | 800190182 |
| Finland | 0800523080 | Singapore | 18003077617 |
| France | 0805980028 | Slovakia | 0800144165 |
| Germany | 08000001143 | Slovenia | 080080241 |
| Greece | 0080033152396 | South Africa | 0800981272 |
| Guatemala | 8778402922 | Spain | 900900334 |
| Hong Kong | 800963773 | Sweden | 0201203025 |
| Hungary | Toll Free: 0680101524 | Switzerland | 800321145 |
| | Back-up number, local fees apply 0614292354 | Taiwan | 0800025567 |
| India | 0008008521284 | Thailand | 0018008525947 |
| Indonesia | 0018038526314 | Turkey | 800142060985 |
| Ireland | 1800924038 | UK | 08000260106 |
| Israel | 1809452397 | Ukraine | 8800 50 42 910 |
| Italy | 800905686 | USA | 18668059185 |
| Japan | 0120979251 | Venezuela | 0800 100 5275 |

**Sanofi Services
Technical Support Helpdesk**

Patient's Guide



SANOFI



Please remember that for technical matters, Sanofi Services is your unique point of contact!

Contact **SANOFI SERVICES** if you:

- Experience any data sending issues
- Cannot log into the device
- Encounter any error messages
- Have 'How to' questions
- Have issues with the device (device locked/frozen or slowness)



Support hours:

| Language | Support Hours |
|----------|------------------------|
| English | 24 hr 7 days a week |
| Spanish | 8 AM - 5 AM Mon - Fri |
| French | 8 AM - 5 AM Mon - Fri |
| Other * | 8 AM to 6 PM Mon - Fri |

*Portuguese, Italian, Japanese, Chinese Mandarin, German, Romanian, Dutch, Polish, Russian, Korean, Swedish, Finnish

For Clinical Questions and medical emergencies, contact your site

