

TPLM SUPPORT CONTACTS

Country	Process	Market	Region	TPLM Coordinator	Support Contact
Albania	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Algeria	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Argentina	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Australia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Austria	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Bahrain	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Belarus	Hybrid (in FY21-22)	International	CIS	Kseniia Pritulchik	TPLM.Russia@astellas.com
Belgium	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Bolivia	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Bosnia-Herzegovina	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Botswana	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Brazil	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Bulgaria	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Canada	Automated	Established	Americas	RiskOps	RiskOpsAmericas@astellas.com
Chile	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
China	Hybrid	Greater China (GCN)	APAC	Kevin Liuweizhen (Weizhen Liu 刘伟振)	ACN-TPLM-HELPDESK@astellas.com
Colombia	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Costa Rica	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Croatia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Cyprus	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Czech Republic	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Denmark	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Dominican Republic	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Ecuador	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Egypt	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
El Salvador	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Estonia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Finland	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
France	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Germany	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Ghana	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Greece	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Guatemala	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Honduras	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Hong Kong	Hybrid (in Q3 FY21)	Greater China	APAC	David Tse, Ryan Li	AHK-TPLM-HELPDESK@astellas.com
Hungary	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Iceland	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
India	Hybrid (in Q3 FY21)	International	APAC	Binoy Kalani	AID-TPLM-HELPDESK@astellas.com
Indonesia	Hybrid (in Q3 FY21)	International	APAC	Anggraeni Atmaja, Ade Restu	AIN-TPLM-HELPDESK@astellas.com
Iran	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Iraq	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Ireland	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Israel	Hybrid (in FY21-22)	Established	EMEA	RiskOps	RiskOps@astellas.com
Italy	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Japan	Automated	Japan	API	Yi Ling (凌毅)	MB04159@jp.astellas.com
Jordan	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Kazakhstan	Hybrid (in FY21-22)	International	CIS	Kseniia Pritulchik	TPLM.Russia@astellas.com
Kenya	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Korea	Hybrid (in Q3 FY21)	International	APAC	Hyeyeon Chun (천혜연)	AKR-TPLM-HELPDESK@astellas.com
Kosovo	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Kuwait	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Latvia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Lebanon	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Libya	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Lithuania	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Luxembourg	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Macedonia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Malaysia	Hybrid (in Q3 FY21)	International	APAC	Cheryl Ng	AMY-TPLM-HELPDESK@astellas.com
Malta	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Mauritius	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Mexico	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Montenegro	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Morocco	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Namibia	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Netherlands	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Nigeria	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Norway	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Oman	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Pakistan	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Panama	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Paraguay	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Peru	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
Philippines	Hybrid (in Q3 FY21)	International	APAC	Sharon Joy Castro	APH-TPLM-HELPDESK@astellas.com
Poland	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Portugal	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Qatar	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Romania	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com

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Country	Process	Market	Region	TPLM Coordinator	Support Contact
Russia	Hybrid	International	Russia	Kseniia Pritulchik	TPLM.Russia@astellas.com
Saudi Arabia	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Serbia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Singapore	Hybrid (in Q3 FY21)	International	APAC	Eunice Wah, Mannan Shaik	ASG-TPLM-HELPDESK@astellas.com
Slovakia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Slovenia	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
South Africa	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Spain	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Sweden	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Switzerland	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Taiwan	Hybrid (in Q3 FY21)	Greater China	APAC	Sarah Yen (依帆 嚴)	ATW-TPLM-HELPDESK@astellas.com
Thailand	Hybrid (in Q3 FY21)	International	APAC	Cheewin Nawapattawe	ATH-TPLM-HELPDESK@astellas.com
Tunisia	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Turkey	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
Ukraine	Hybrid (in FY21-22)	International	CIS	Kseniia Pritulchik	TPLM.Russia@astellas.com
United Arab Emirates	Automated	International	EMEA	RiskOps	RiskOps@astellas.com
United Kingdom	Automated	Established	EMEA	RiskOps	RiskOps@astellas.com
Uruguay	Automated	International	LATAM	Renata Almeida Costa	RiskLATAM@astellas.com
USA	Automated	US	Americas	RiskOps	RiskOpsAmericas@astellas.com
Vietnam	Hybrid (in Q3 FY21)	International	APAC	Lan Dang	AVN-TPLM-HELPDESK@astellas.com
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