

My Smartcard/Signing Stick has been stolen. What can I do to irrevocable deactivate the usage of the linked certificate?

In the case of theft of your Smartcard, you have to revoke your certificate linked to your device:

- by calling our Client Service Desk under (+352) 24 550 550
- face to face: **LuxTrust IVY Building**
13-15, Parc d'activités
L-8308 Capellen
- by presenting yourself at your bank

Information! This operation is irreversible. You will be obliged to order a new certificate under orders.luxtrust.lu or via your e-Banking.

