

What should I do if my LuxTrust Scan is lost or stolen?

You have got two options to proceed if you have lost your LuxTrust device or it has been stolen :

- 1) If you have got at that another LuxTrust device to connect to MyLuxTrust > My Token, you can connect yourself and manage your devices linked to your LuxTrust account by yourself:
 - For security reasons, we recommend you to disconnect your LuxTrust Scan temporarily from your LuxTrust account!
 - If needed, contact your bank to get a replacement LuxTrust Scan and replace your device on MyLuxTrust > My Token. It will be immediately operational with the same User ID and Password.
 - If you have found your former LuxTrust Scan again, you can reconnect it to your LuxTrust account. It will be immediately operational with the same User ID and Password.
- 2) If you do not have another LuxTrust device to connect yourself to MyLuxTrust > My Token, it will not be possible to replace your device in your LuxTrust account as mentioned above. In that case, you have to:
 - call the LuxTrust Customer Service Desk (+352) 24 550 550) who will give you a temporary code (LuxTrust security Code) to authenticate to the LuxTrust website. This code has a validity of 30 minutes!
 - go to the LuxTrust website > MyLuxTrust and click on the last sentence on the screen " Have you lost your Token? "
 - insert your User ID, your Password and the "LuxTrust Security Code" that you have received from your bank or the LuxTrust Helpdesk
 - If needed, contact your bank to get a replacement LuxTrust Scan and replace your device on MyLuxTrust > My Token. It will be immediately operational with the same User ID and Password.

Information: If you are certain that you will not use your former LuxTrust Scan again, you can deactivate it by pressing the start button on your device and then select "delete activation" in the main menu.

