

What should I do if my smartphone is lost or stolen?

The LuxTrust Mobile application is not linked to a telephone number or a mobile device (smartphone/tablet). If you do not have your device any more, you can again download the application on another device.

You have got two options to proceed if you have lost your smartphone (or tablet) with the LuxTrust Mobile App or it has been stolen :

1) If you have got another LuxTrust device, you can connect yourself to *MyLuxTrust* > *My devices* and manage your devices linked to your LuxTrust certificate by yourself:

- For security reasons, we recommend you to disconnect your LuxTrust Mobile App temporarily from your LuxTrust certificate!

- If needed, download again the LuxTrust Mobile App on your new smartphone and replace your LuxTrust Mobile App on to *MyLuxTrust* > *My devices*. After having activated the new application, it will be immediately operational with the same User ID and Password than the one on your former smartphone.

2) If you do not have another LuxTrust device to connect yourself to to *MyLuxTrust* > *My devices*, it will not be possible to replace your device in your LuxTrust certificate 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 LuxTrust 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, download again the LuxTrust Mobile App on your new smartphone and replace your LuxTrust Mobile App on to *MyLuxTrust* > *My devices*. After having activated the new application, it will be immediately operational with the same User ID and Password than the one on your former smartphone.

If you have found your smartphone and you would like to reuse the LuxTrust Mobile App, you can reconnect it in *MyLuxTrust* to your LuxTrust certificate. It will be immediately operational with the same User ID and Password than the one on your former smartphone. You can connect up to two LuxTrust Mobile Apps to the same LuxTrust certificate.

