

# I have misplaced or lost my Smartcard? What can I do to temporarily deactivate the usage of the linked certificate?

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## **Online suspension:**

Suspend your certificate online 24/7 with the help of your personal codes: [suspend.luxtrust.lu](https://suspend.luxtrust.lu)

## **Suspension by telephone:**

Monday to Friday from 8 a.m. to 6 p.m. call (+352) 24 550 550. You will be guided step by step to a new order (with the suspension of the existing certificate in order to avoid the usage of your certificate by a third person).

Outside office hours call as well (+352) 24 550 550.

