

Information sheet

## LUXTRUST products (pro/private)

Would you like to obtain a LuxTrust product to secure your Internet/Intranet transactions? The House of Entrepreneurship of the Chamber of Commerce issues on behalf of LuxTrust "digital certificates", pro and private, which allow to verify the identity of a person or a company in the context of an electronic transaction.

This information sheet provides a simplified overview of how to obtain a LuxTrust product/certificate (token, smartcard, etc.).

### Conditions to obtain a Luxtrust certificate/product

To obtain a product/certificate, you must be identified by a registration authority. The list of registration authorities can be found [here](#). You have three options:

- **You are a customer at a Luxembourgish bank**

If you have an account at a Luxembourgish bank and this bank is also a LuxTrust registration authority, you can contact them in order to get your Luxtrust certificate/product. What is more, if necessary, you can always contact the LuxTrust unit of the House of Entrepreneurship.

- **You are an unidentified client of a financial institution in Luxembourg and/or you are a foreign resident**

You are a foreign resident and you cannot come to Luxembourg to be identified by a registration authority in Luxembourg? LuxTrust offers you the possibility:

- To be identified by a notary in your country of residence and an apostille. Therefore, based on a supporting document, the notary must identify the future holder of the product/certificate by a similar wording: "I, the undersigned...notary in ...certify that Mr/Mrs/Ms has visited me for identification purposes" and then legalize the signature by an apostille. Additional information: on the website [www.apostilleinfo.com](http://www.apostilleinfo.com) you will find more information on how to send the notarized document in order to affix the apostille.

- To be identified by a "Remote Video Identification" service (or Video-ID service) in case of a Smart Card request.

Please note that this identification only concerns the future holder of the LuxTrust product, who is not necessarily a legal representative of the company.

## How to apply for a certificate/product online?

Next to your identification, to obtain a LuxTrust product/certificate, you will need to:

- Go to the Luxtrust website [www.luxtrust.com](http://www.luxtrust.com);
- Order the product/certificate of your choice by completing the online form;
- A confirmation of your order will be sent to you by an e-mail from Luxtrust with the order form in PDF format;
- If the future holder chooses the Video-ID Service, he/she will have to install the LuxTrust Mobile application from Apple Store or Google Play, select the service in question and follow the step-by-step instructions issued;
- **Otherwise send (within 6 months) the signed order form with all the supporting documents (see below) to the House of Entrepreneurship via e-mail at [luxtrust@cc.lu](mailto:luxtrust@cc.lu) (registered) or by mail/hand delivery<sup>1</sup>.**

## What supporting documents do I need to provide?

To proceed your request in due form, it must include at least the following documents:

- The order form (received by LuxTrust) duly completed and signed by the applicant (future holder of the product) and, if applicable, the company representative(s),
- Copies of the valid identity documents or passports (front and back) of the persons who signed the order form. These must be legible in accordance with Luxembourg standards (alphabet, language, etc.);

**Please note: The "Holder" identified on the left-hand side, is the person who will be in possession of the product/certificate. The signatory on the right-hand side, must be a person who has the power of signature for the company. In other words, this person must be mentioned in the Luxembourg Business Register (LBR). Otherwise, you can also provide a proof of signing authority other than the company's statutes of such as an internal record of authorized signatures.**

## Validation and issuance of the product/certificate

When your file is handed over to the LuxTrust cell of the House of Entrepreneurship, they will verify:

- The completeness of the information mentioned on the order form;
- The presence and validity of the above-mentioned supporting documents.

When your application is complete and contains all the required documents:

<sup>1</sup> House of Entrepreneurship – Cellule Luxtrust - 14, rue Erasme L-1468 Luxembourg

- The House of Entrepreneurship team validates your order online and sends you an email.
- LuxTrust will then send you the product, activation instructions and PIN codes by mail, except for the Token which is sent directly by the House of Entrepreneurship.

### **How do I renew a LuxTrust product?**

Shortly before your certificate expires, you will receive an email notification from LuxTrust inviting you to renew your product/certificate. If you have not followed the instructions within the prescribed timeframe, you will have to reapply using the standard procedure.

### **Products and prices**

All the products offered are detailed on the LuxTrust website: [www.luxtrust.com](http://www.luxtrust.com). The advantages, prices, online ordering, configuration and comparisons are available on the dedicated pages of the LuxTrust website. Please note that the payment of the LuxTrust product is done at the time of the order (a condition sine qua non for the validation of the order by the Chamber of Commerce) and is done online.

For further information, please contact the House of Entrepreneurship:

- by phone: 42 39 39 **880**
- by e-mail: [formalities@houseofentrepreneurship.lu](mailto:formalities@houseofentrepreneurship.lu)

**Please note: questions and problems related to:**

- **Activating your certificate;**
- **Forgot or loss of your activation codes, passwords and pin;**
- **Installation of middleware;**
- **etc.**

**are to be addressed to LuxTrust directly via:**

- **Email: [questions@luxtrust.lu](mailto:questions@luxtrust.lu) (recommended)**
- **Telephone: (+352) 24 550 550**

**You can also find key information here: <https://www.luxtrust.com/en/support>**