

LUXTRUST products (pro/private)

You want to get a LuxTrust product to secure your transactions via the Internet/Intranet? The Chamber of Commerce's *House of Entrepreneurship* issues pro and private "digital certificates" on behalf of LuxTrust to verify the identity of an individual or company in an electronic transaction. These certificates have a limited validity period but can be renewed.

This fact sheet presents a synthetic and simplified view of how to obtain a LuxTrust product/certificate (token, smartcard, etc.).

Preconditions for obtaining 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](#). There are three options:

- **You are a customer of a Luxembourg banking institution**

If you have an account with a Luxembourg bank and that bank is also a LuxTrust registration authority, you can identify yourself at the bank. However, you can still contact the LuxTrust cell at the *House of Entrepreneurship* if necessary.

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

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

- To be identified by means of a notary in your country of residence and an apostille. Therefore, and on the basis of a supporting document, the notary must identify the future holder of the product/certificate by a similar formulation: "I undersigned... notary to ... certifies that Mr/Madame visited my for identification purposes" and subsequently legalize apostille signature. The scan and/or copy of this legalized document will be sufficient. Additional information: on the website www.apostilleinfo.com you will find the information to send the notarized document in order to affix the apostille.
- To be identified by the Luxembourg consulate/embassy in your country of origin/residence without an apostille.

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

How do I apply for a certificate/product online?

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

- Go to the Luxtrust website www.luxtrust.lu;
- Order the product/certificate of your choice by completing the online form.
- A confirmation of your order will be sent to you by LuxTrust by email with the order in PDF format.
- Submit (within 6 months) the purchase order, signed, with all supporting documents (see below) to the *House of Entrepreneurship* via e-mail luxtrust@cc.lu (recommended) or by mail/in person.¹

What are the supporting documents to provide?

In order for your application to be processed properly, it must include at a minimum the following:

- The purchase order (received by LuxTrust) duly completed and signed by the applicant (future holder of the product) and, if applicable, the company's representative,
- Copies of valid IDs or passports (back-to-backs) of those who have signed the purchase order. These must be readable in accordance with Luxembourg standards (Alphabet, language, etc.),
- If so, the company's (coordinated) statutes and an excerpt from the recent trade register (or equivalent).

Attention: The "Holder" identified on the left side is the person who will be in possession of the product/certificate. The signatory of the right party must be a person who has the power of signature for the company. In other words, this person must be registered with the Luxembourg Business Register (LBR). Failing that, you can also provide proof of signing power other than company statutes such as an internal statement 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 check:

- The Completeness of the information on the purchase order;
- The presence and validity of the above supporting documents.

When your file is completed and contains all the supporting documents:

- The *House of Entrepreneurship* validates your order online and sends you an email.
- In a second step, LuxTrust will mail you the product, activation instructions and PIN codes, with the exception of the Token sent directly to it by the *House of Entrepreneurship*.

¹ House of Entrepreneurship- LuxTrust Cell - 14 Erasmus Street L-1468 Luxembourg

How do I renew a LuxTrust product?

You will receive, shortly before the expiration of your certificate, a notification via email from LuxTrust inviting you to renew your product/certificate. If you have not followed the instructions within the prescribed time frame, you will be asked to reapply following the standard procedure.

Products and tariffs

All the products and offers are detailed on the LuxTrust website: www.luxtrust.lu. Benefits, rates, online ordering, configuration, and comparisons are available on the dedicated LuxTrust website pages. Note that the payment of the Luxtrust product is made at the time of its order (a prerequisite for validation by the Chamber of Commerce) and is made online.

If you have any questions:

For further information on the procedure, please contact *House of Entrepreneurship*:

- by phone: +352 42 39 39 880
- e-mail: luxtrust@cc.lu

Attention: Questions and problems related to:

- Activating your certificate
- Forgetting or losing your activation codes, passwords and pin - installing middlewares, etc.

you need to contact Luxtrust directly via:

- E-mail: questions@luxtrust.lu (recommended)
- Phone: +352 24 550 550

Also find key information here: <https://www.luxtrust.lu/fr/faq>

Last version: House of Entrepreneurship 7th June 2021