

Smart Card, PIN or Certificate Issues

Lost or stolen Smart Card

Report the loss or theft of your card to the card issuer by contacting their Call Center as quickly as possible.

[Click here to see the options depending on the type of secure element](#)

Depending on the type of secure element on the smart card, one of the following processes will be initiated:

Admin secure element:

the tax authority will initiate a new enrolment process during which you will receive a new Authorized Person Smart Card (Admin Secure Element)

- o the old Admin secure element will automatically be revoked
- **POS secure element:**
 - o you need to log into the Taxpayer Administration Portal and [request the revocation](#) of the certificate on the lost/stolen smart card
 - o next, you need to [request a new additional certificate](#)
 - o if the request is approved, you will receive a new smart card

NOTE:

If your smart card was stolen, you should also **inform the police** and try to obtain an official police report as a confirmation of the theft.

Compromised PIN (smart card) or PAC (digital file certificate)

Use the Authorized Person Smart Card to log into the Taxpayer Administration portal and request the revocation of the certificate which was compromised.

[Click here to see the options depending on the type of secure element](#)

Depending on the type of secure element, one of the following processes will be initiated:

Admin secure element:

the tax authority will initiate a new enrolment process during which you will receive a new Authorized Person Smart Card (Admin Secure Element)

- o the old Admin secure element will automatically be revoked
- **POS secure element:**
 - o you need to request a new additional certificate

if the request is approved, you will receive a new smart card or digital file certificate

Smart cards containing either Admin or POS secure element **must be returned** to the tax authority.

Forgotten PIN (smart card) or PAC (digital file certificate)

[Click here to see the options depending on the type of secure element](#)

Depending on the type of secure element, one of the following processes will be initiated:

Admin secure element:

contact the tax authority and request issuing of a new Admin secure element

- o the tax authority will initiate a new enrolment process during which you will receive a new Authorized Person Smart Card (Admin Secure Element)
- o the old Admin secure element will automatically be revoked

• **POS secure element:**

- o you need to log into the Taxpayer Administration Portal and request the revocation of the certificate whose PIN/PAC you forgot
- o next, you need to request a new additional certificate
- o if the request is approved, you will receive a new smart card or digital file certificate

Smart cards containing either Admin or POS secure element **must be returned** to the tax authority.

Locked Smart Card secure element due to too many invalid PIN attempts

[Click here to see the options depending on the type of secure element](#)

Depending on the type of secure element, one of the following processes will be initiated:

Admin secure element:

contact the tax authority and request issuing of a new Admin secure element

- o the tax authority will initiate a new enrolment process during which you will receive a new Authorized Person Smart Card (Admin Secure Element)
- o the old Admin secure element will automatically be revoked

• **POS secure element:**

- o you need to log into the Taxpayer Administration Portal and request the revocation of the certificate whose PIN/PAC you forgot
- o next, you need to request a new additional certificate
- o if the request is approved, you will receive a new smart card or digital file certificate

Smart cards containing either Admin or POS secure element **must be returned** to the tax authority.

Expired Smart Card certificate

Inform the tax authority immediately and send the request for issuing another one through the Taxpayer Administration Portal.