

# Smart Card, PIN or Certificate Issues

## Lost or stolen Smart Card

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

In case your smart card secure element gets lost or stolen, you should perform the following activities:

report the loss or theft to the tax authority as the official issuer of the secure element

- you need to log into the Taxpayer Administration Portal and [request the revocation](#) of the certificate on the lost/stolen smart card
  - next, you need to [request a new additional certificate](#)
  - 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)

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

In case the privacy of the PIN or PAC code on your secure element gets compromised, you need to perform the following activities:

log into the Taxpayer Administration portal and request the revocation of the secure element that was compromised

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

Previous **smart cards** containing the 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](#)

In case you forget the PIN or PAC code on your secure element, you need to perform the following activities:

log into the Taxpayer Administration Portal and request the revocation of the certificate whose PIN/PAC you forgot

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

Previous **smart cards** containing the 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](#)

In case your smart card secure element is locked because of too many invalid PIN attempts, you need to perform the following activities:

log into the Taxpayer Administration Portal and request the revocation of the certificate whose PIN/PAC you forgot

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

Previous **smart cards** containing the secure element **must be returned** to the tax authority.

# Expired Smart Card certificate

[Click here to see what to do if your certificate expired](#)

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