

What to do in case of loss or stealth of and personal certificate?

Published: 13.10.2020.

If you have lost your personal certificate or it has been stolen, and it includes all the certificates activated upon your request, you must immediately contact the help desk of a reliable certification service provider JSC "Latvian State Radio and Television Centre" (LVRTC) by the number [+371 67018989](tel:+37167018989) and ask to cease the functioning of the certificates. In order to verify your identity, the help desk operator will ask the secret question that you have indicated, when processing the application for issuance of a personal certificate.

You should act similarly if you have reasonable doubts that your personal certificate is at another person's disposal and the data of creating the electronic signature have been used without your knowledge.

You can ask for renewal of the ceased certificates only with you being present at the [division of the Office of Citizenship and Migration Affairs](#) or the [diplomatic service of the Republic of Latvia in foreign countries](#)

In order to inform about the loss of the personal certificate and process an application for obtaining a new personal certificate, you must be physically present when turning to the [division of the Office of Citizenship and Migration Affairs](#) or the [diplomatic service of the Republic of Latvia in foreign countries](#).



<https://www.pmlp.gov.lv/en/what-do-case-loss-or-stealth-and-personal-certificate>