

## DIPLOMATIC AND SERVICE CARD



Diplomatic or service card grants the immunities and privileges outlined in the Vienna Convention on Diplomatic Relations and other international conventions and treaties according to the relevant category.

The card is the legal basis for residence in Estonia and together with a valid travel document gives the right to enter and travel within the territory of Schengen associated states.

Diplomatic or service card will also give a digital identity, so it is possible to access Estonian e-services, like e-banking, digital prescriptions, e-schools etc and sign digitally.

### Protect your card

- Do not hand over your card to others.
- Do not twist or bend the card.
- Avoid contact with sharp or metal objects.
- Protect your card from drastic temperature fluctuations, humidity, direct sunlight, chemical substances and their vapours.

### Electronic use of card

There are two certificates associated with the card that you can use in online environment by knowing the security codes.

- Security codes can be found in the security code envelope:  
PIN1 is for authentication in online environment. You can securely log in to e-services and decrypt files.  
PIN2 is for digital signing. Digital signature is equal to handwritten signature.  
PUK enables to reset blocked PIN codes in ID software.
- After receiving the new card, the user must change their PIN2 code in the ID software. Only then can the new card be used for digital signing.
- Keep the PIN secret and apart from your card. It is advisable to memorize the PIN codes.
- You will need a smart card reader to use your card in online environment.
- Insert the card into the smart card reader only for necessary actions in order to ensure the continuous usability of the card.

### [The terms and conditions of using the certificates](#)

### [Digidoc software, updates and information on supported smart card readers](#)

### State e-mail address

With your PIN codes, try logging into eesti.ee to set up your personal @eesti.ee email and forwarding settings. @eesti.ee e-mail is used by the state to send you important information.

### PIN codes are forgotten or blocked

Use the PUK in the ID software to set the new PIN codes. If you have forgotten the PUK, but you can use another digital document (e.g. Smart-ID), it is possible to view the PUK in the Police self-service portal by choosing **ID card PUK display service**. If the PUK is blocked, you will need to apply for a new card.

### If your card is lost or stolen

In case your card is lost or stolen, it is important to revoke the certificates to prevent possible digital misuse. The certificates can be revoked at the [revocation-portal](#) using another authentication method, e.g. mobile-ID, Smart-ID or one time password, which will be sent to your personalidnetificationcode@eesti.ee email address.

After the certificates are revoked, a new card must be applied for.

### If your name, position or any other information changes

When your name or position changes, please apply for a new card within 30 days. Please see [diplomatic portal](#) for more information.

If your email or contact details change, please inform us by email to [diplomaticID@mfa.ee](mailto:diplomaticID@mfa.ee).

### Key contacts

Ministry of Foreign Affairs

State Protocol Department

Phone: +372 637 7500

### [Diplomatic portal](#)

### [Police self-service](#)

ID software user support: +372 666 8888

More information about the electronic identity can be found in the [Information System Authority webpage](#)

### The Ministry of Foreign Affairs issues the following cards:

1. **A-series diplomatic card (blue)** to the head of mission and their family members;
2. **B-series diplomatic card (blue)** to diplomats and their family members;
3. **C-series service card (red)** to members of administrative staff and their family members;
4. **D-series service card (green)** to service staff and their family members;
5. **E-series service card (green)** to private servants;
6. **F-series service card (green)** to Estonian citizens or permanent residents working in foreign missions;
7. **G-series service card (orange)** to members, staff and their family members of a representations of international organization and institutions;
8. **HC-series service card (grey)** to the honorary consuls of foreign countries.