

Croatia's path towards the EUDI wallet



REPUBLIC OF CROATIA

Ministry of Justice, Public Administration
and Digital Transformation

Igor Ljubi,

25 September, 2025



Goal of the Digital Decade policy programme target and objective for 2030 - Digitalisation of public services: **Digital Identity: 100% of citizens have access to digital ID**

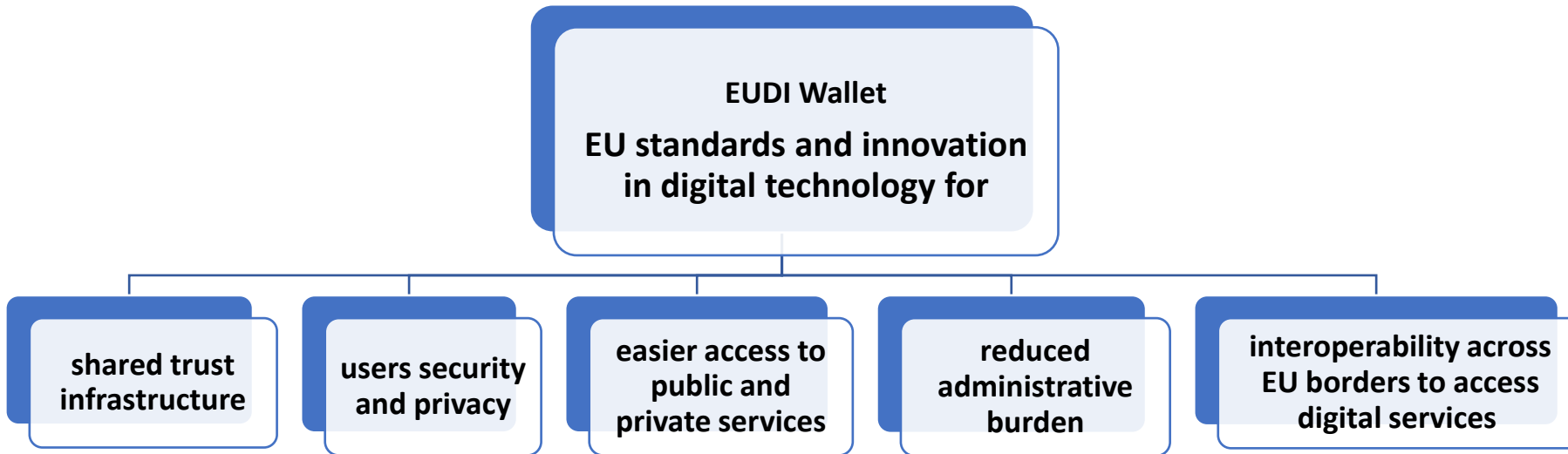
National digital transformation solutions towards EUDI Wallet to simplify day-to-day life



A Europe fit for the digital
age

Empowering people with a new
generation of technologies

EU Digital Identity Wallet ecosystem



- Pilot projects for the EU Digital Identity Wallet - **Large Scale Pilots (LSP)**



Use cases:

- mobile driving license
- education credentials
- EU Health Insurance Card
- visas, passports and other travel documents
- bank payments
- signing contracts
- ...

Croatia

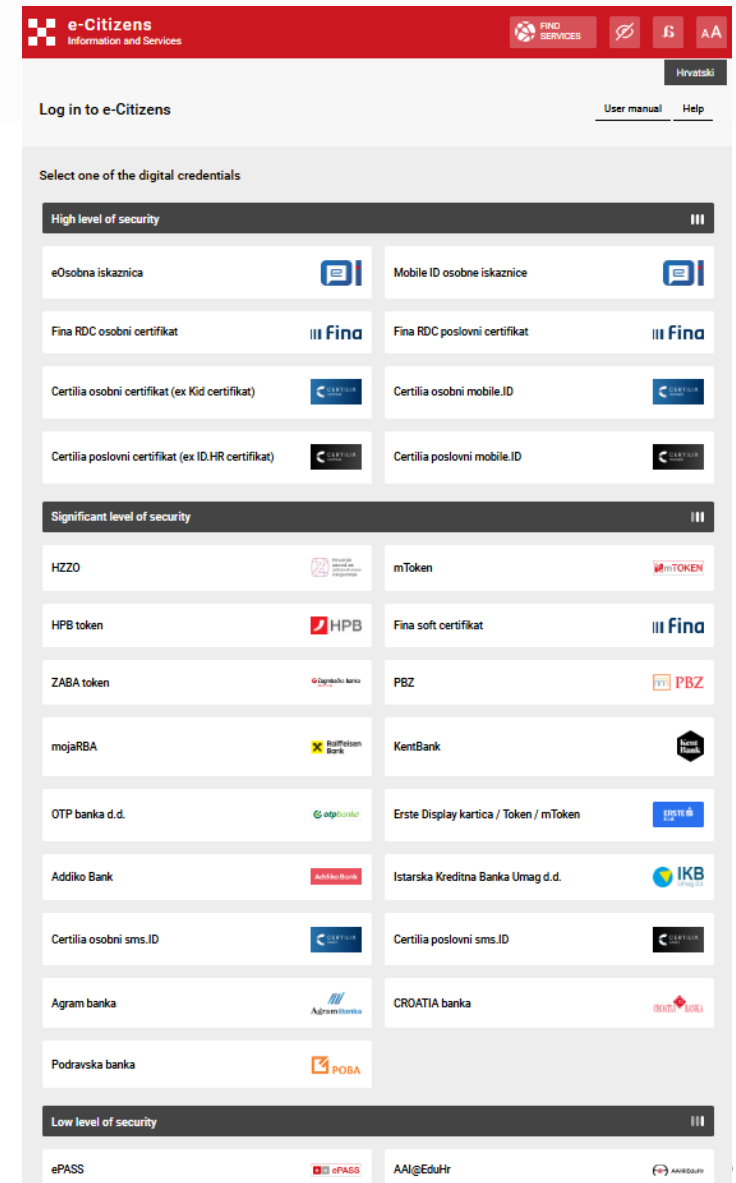


- is actively participating in building trust in digital public services, providing easier and safe access and quality public services to citizens, on **EU and national level**.
- As member of **EUDICG**, we are:
 - exchanging best practices with the Commission on digital identity wallets, eID means and trust services
 - participating in the preparation of draft implementing and delegated acts
 - contributing to the EU Digital Identity Wallet Toolbox process
- **On national level**, we are:
 - Implementing the new EU framework into the national Digital Information Infrastructure (DII)
 - Aligning with ARF standards to ensure wallet rollout within 24 months



eID ecosystem evolving in Croatia

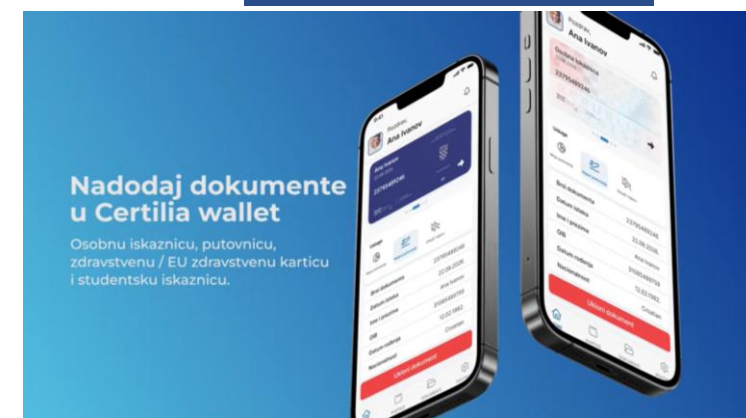
- Started in 2014 – National Identification and Authentication System
 - 7 credentials
- 2017 – Croatia's eIDAS node
- 2018 – eID and NIAS notified for CB use
- 2025 – 29 credentials
 - High level: 8
 - Significant level: 17
 - Low level: 4



National use case

- **Agencija za komercijalnu djelatnost (AKD)**
 - Trust Service Provider (TSP) and issuer of Croatia's eID
- **Certilia** – a mobile identity wallet ready solution
 - integrated with national Registries
 - open for integration in 3rd party apps (via Certilia Developer)
 - Supports: eID, Health insurance card, EU Health Insurance Card, Student card, EU Digital Travel Credential (DTC)– EU pilot
- **Usage:**
 - 350 000+ users (with 600-800 daily new user sign up rate)
 - 100 000+ Certilia mobile daily usage
 - 11M+ signed documents (qualified remote signing certificate)

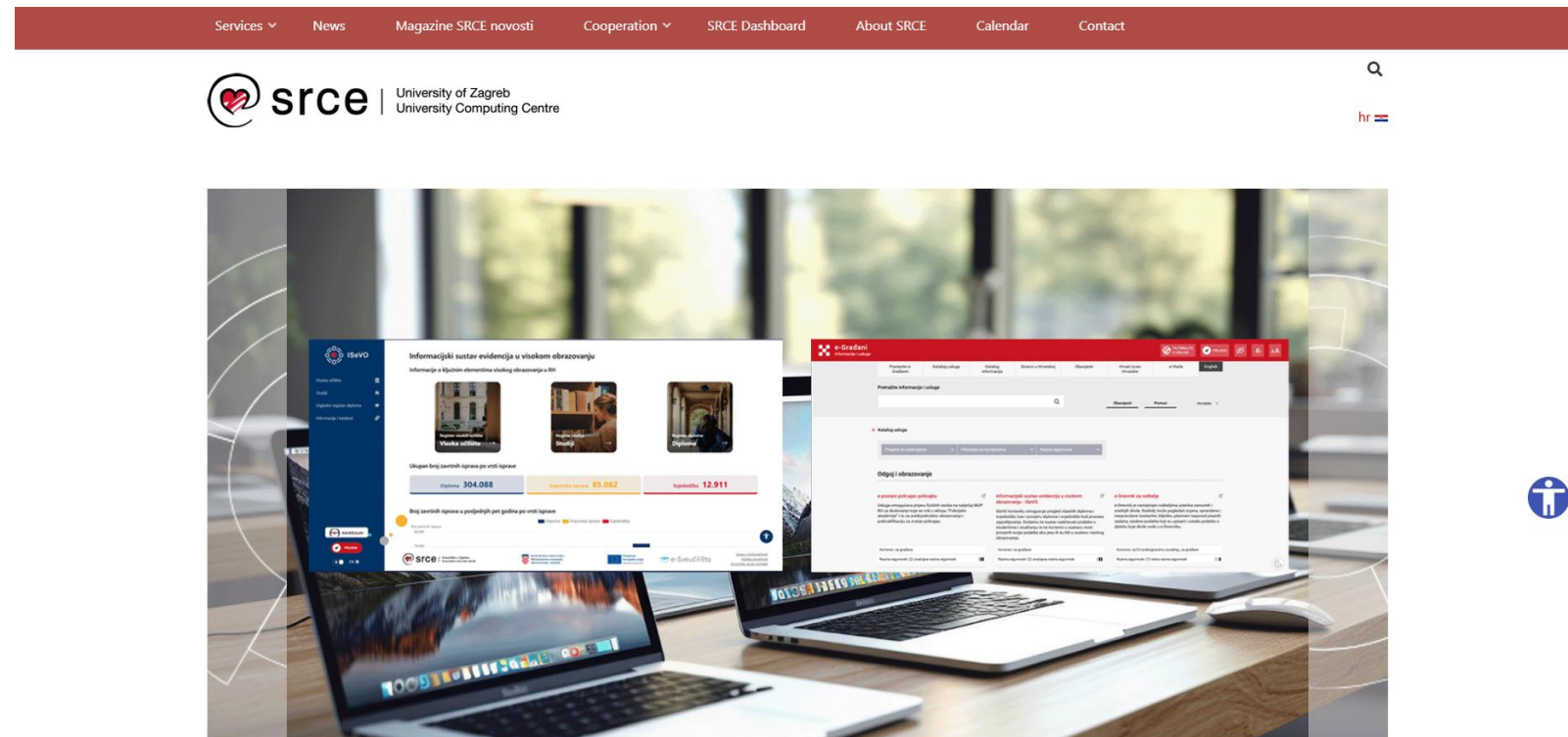
<https://www.youtube.com/watch?v=vo9722CgHw>



National use case

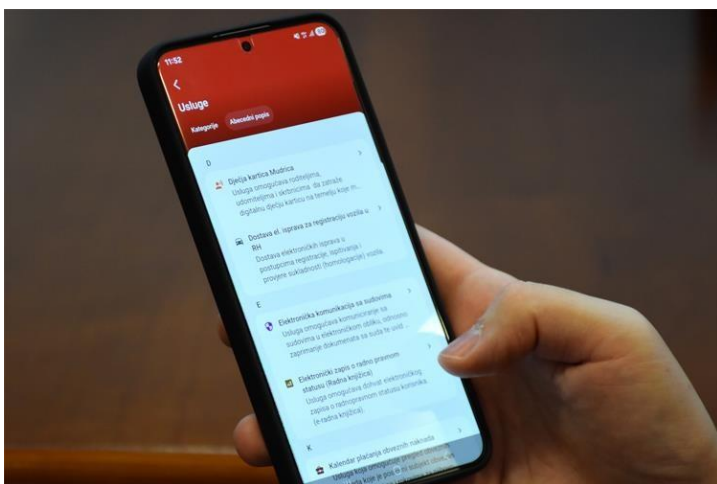
ISeVO – Digital Diploma Register Integrated with the e-Citizens Platform

- Digital Diploma Register – citizens access via e-Citizens high-security credentials
- ISeVO – will serve as central registry for higher education entities in Croatia

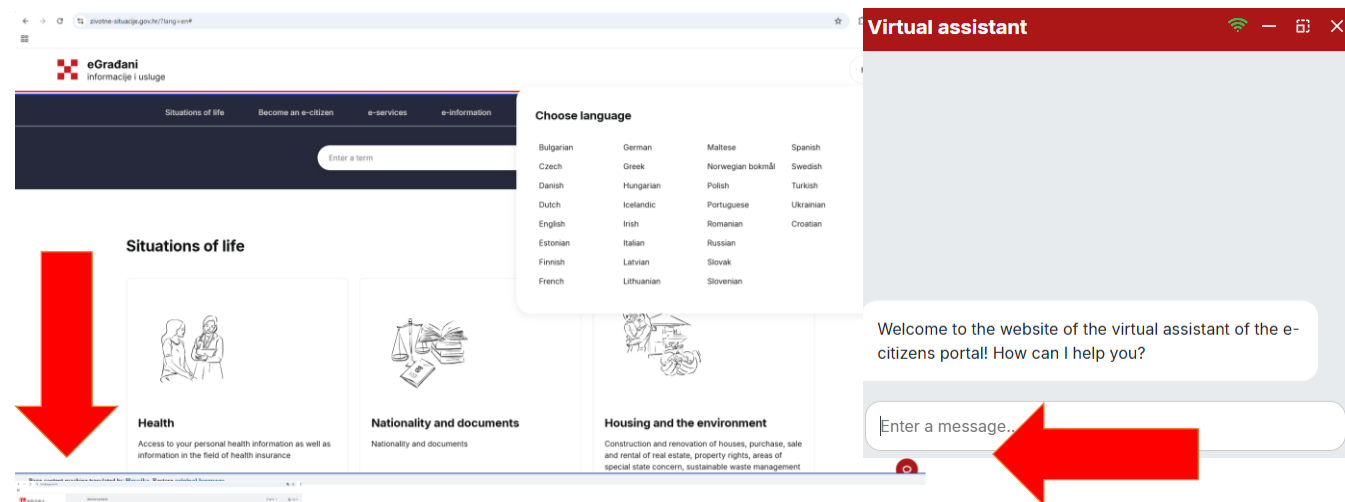


Croatia - an active partner in EU digital transformation

- New channels for easier access to public services: digital platforms for citizens, designed to improve the availability and quality of public services, and upgrade of users experience on e-Citizens platform - Personal User Mailbox



mCitizens mobile platform
App Store (iOS), Google Play Store
(Android)



Life Situations sub-portal: <https://zivotne-situacije.gov.hr>

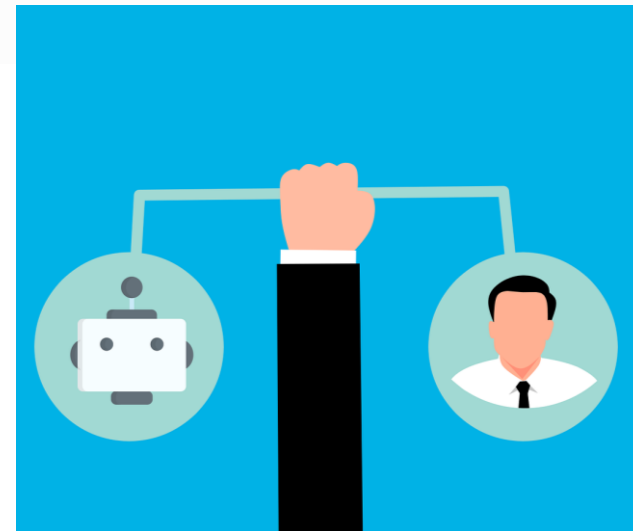
a Chatbot/AI programme

Technical and safety activities



- Implementation of OIDC, Verifiable Credentials, W3C standards
- Safety and protection of privacy – cooperation with Croatian Personal Data Protection Agency
- Cooperation with ENISA and FESA
- Lack of national know-how certification scheme in this field

Challenges and lessons learned



- Interoperability between member states
- GDPR and cybersecurity compliance
- Safety requirements and users' trust
- Participation of the private sector – project „Externalization of NIAS electronic user identification services for the needs of the economy and civil society”
- eIDCard

Future steps towards EUDI Wallet



From ecosystem setup to implementing legislation: Oct 2024 – Jun 2026

- National Working Group
- Drafting of the Implementation Act and implementation into national legislation, formalizing the division of tasks (creation, issuance, management, supervision, and reporting).



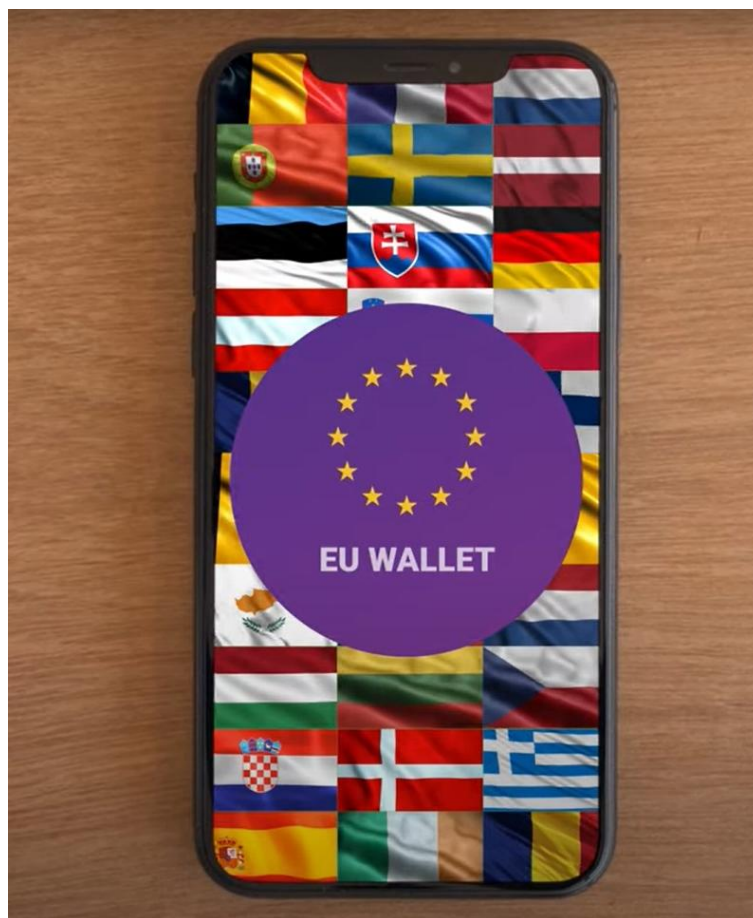
DII system upgrades:
Oct 2024 – Jun 2026

- Upgrade of the DII system
- Development of the wallet and initiation of certification
- Preparation of attribute sources



Issuance of EUDI: Q4 2026

- Distribution of Certified Wallet
- Integrated private electronic services
- Activation, utilization, and promotion



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