

## Why Can't I Withdraw Crypto From SafePal Wallet?

### @WalletSupport

If you are unable to transfer crypto from your SafePal wallet, it is likely that not enough network fees were included in the transaction, wrong blockchain was selected or there was temporary network congestion 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Ensure you have sufficient native token (such as BNB for BSC or ETH, for ERC-20) to pay gas fees 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Also, verify that your wallet app is up to date and connected to the right network 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. If the problem persists, immediately contact SafePal Support for assistance to investigate your account and resolve the withdrawal issue in time 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】.

## Why Did My SafePal Transaction Fail and Funds Not Return?

If your SafePal transaction has failed but the funds have not returned — do not panic 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Occasionally, such failed transactions appear to get stuck being processed on the blockchain 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Check the transaction on a blockchain explorer with the TXID 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. If the transaction doesn't come through and funds don't bounce back after a few hours, contact SafePal Support along with your wallet address and the transaction hash — they can trace what's happening and help recover funds if available 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】.

## Why Did My SafePal Transfer Fail?

A SafePal transaction might fail due to a variety of reasons — low gas fees, the wrong network selection and blockchain congestion are all possible reasons 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Always verify that you are sending on the correct chain (BNB Smart Chain vs 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. Ethereum, etc 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】.) and that you have enough of a gas token in your wallet to pay for fees 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】. If the failure continues, clear the cache on SafePal app, update your SafePal app and contact SafePal Support to check about those transfer details and troubleshooting safely 【+ 1 (8 1 6) 2 0 8 — 7 3 0 4】.