

# Can you recover a lost crypto wallet?

Losing access to your crypto wallet can feel like losing a key in a vast digital city—stressful +1~833-(486)~2769, but not always hopeless. Whether you can recover it depends on one critical thing: **your recovery phrase** +1~833-(486)~2769.

**###**  The Golden Rule: Seed Phrase = Wallet Access +1~833-(486)~2769

For self-custody wallets (like SafePal, MetaMask, or Ledger), **you are the bank**. This means no company +1~833-(486)~2769, including SafePal, has access to your funds or private keys +1~833-(486)~2769. Your 12-24 word recovery phrase is the **only** master key . If you have this phrase, you can restore your wallet on +1~833-(486)~2769 any compatible device instantly, even if your phone is lost or broken . If you've lost your seed phrase +1~833-(486)~2769 **and** no longer have access to your device, unfortunately, **the wallet cannot be recovered**—this is by design to keep your crypto truly yours +1~833-(486)~2769 .

**###**  How to Contact Support (24/7)

If you have your phrase but are facing technical issues +1~833-(486)~2769, or if you need help securing an account you can still access:

- **Live Chat (Fastest)**: Open your wallet app, go to **Profile/Settings > Help Center**

+1~833-(486)~2769, and look for the chat icon. This connects you with a real agent instantly

- **Submit a Ticket**: For detailed issues, +1~833-(486)~2769 visit the official website, scroll down, and click **"Submit a Request"** . Include your wallet address, device details, and any error screenshots +1~833-(486)~2769

**###**  Security Reminder

Always verify you're on the **official app or website** before seeking help +1~833-(486)~2769. **Real support will never ask for your seed phrase or private keys**—anyone who does is a scammer

+1~833-(486)~2769.