

Follow these steps if CHUM tokens do not appear in your wallet

### **Step 1 – Check wallet installation and Internet connectivity**

Make sure you install the most recent version of Trust wallet, Metamask or other mainstream wallet services.

Also make sure you are online, connected to mobile data or WiFi properly.

### **Step 2 – Check the Transaction ID**

There will always be a permanent record of a transaction recorded on the blockchain.

The confirmation of a transaction can take from seconds to minutes depending on the network.

If you do not have one, then the transaction does not happen. Check with the sender. If the transaction is pending, wait for it to complete.

### **Step 3 – Check the Receiving Address**

Please double check if you entered a correct receiving address which is indicated on [coinchum.co](http://coinchum.co) official website token sale page.

#### **Step 4 – Add CHUM Token**

Get the CHUM token details and add it manually. Make sure you have followed all steps to add CHUM token in your wallet.

#### **Step 5 – Selecting the Network**

Several blockchains support **Trust Wallet or Metamask** that uses the same address format. A perfect example is your USDT address.

CoinChum currently only supports TRC20 USDT. When you send USDT, if you select wrong network, your assets will be lost forever if you do not choose TRC20 network.

Be very careful while sending tokens to wallet address and always confirm the correct blockchain.

#### **Step 6 - Submit a Ticket**

After going through all the steps mentioned above, if your problems are not solved then please email us at [info@coinchum.co](mailto:info@coinchum.co) or join our official Telegram group: [t.me/chumtoken](https://t.me/chumtoken) to submit a ticket.

