Title: Urgent question about GameStop wallet and LRC

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I created a GameStop wallet and transferred 2000 LRC from Crypto.com to GameStop wallet. As per Crypto.com the transaction is complete and they even provided me a TxHash phrase. But my GameStop wallet has not received the LRC coins. When I created the GameStop wallet, it said the wallet address is same for both L1 and L2. Also I had initiated the transfer before I activated my L2 wallet. Where are my LRC coins? Will my GameStop wallet eventually have them or have I lost them? I have written to GameStop blockchain customer service but they haven't replied yet.