



Ending  
the  
HIV  
Epidemic

# iCARE Program Tango Gift Card FAQ

## How can I redeem my Tango gift card?

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You will receive an email from [noreply@tangocard.com](mailto:noreply@tangocard.com) when your reward is ready.

1. Click on the reward link in your e-mail.
2. On the Tango card website, choose your gift card - you'll see your card balance at the top of the screen.
3. After selecting your preferred gift card, enter the amount you would like to use.
4. Check out by entering your first and last name along with your e-mail address.
5. You will receive an e-mail from [noreply@tangocard.com](mailto:noreply@tangocard.com) with your e-gift card.

**Important:** the e-mail address you enter will be used to receive your gift card. Your gift cards will never expire once you have clicked on the link sent by Tango card.

## Can I combine two Tango cards?

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At this time, you need to spend your Tango card value independently. However, this has been a requested feature and will be available in the future.

## Can I use e-gift cards in store?

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Absolutely! Most electronic retail gift cards can be used in-store by simply printing out the e-gift card and presenting it to the cashier. However, some retailers have special instructions for in-store use. Be sure to double-check how your retailer wants you to use your gift card in store before you go to the store.

## Can I request a physical gift card instead of an e-gift card?

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All e-gift cards are delivered electronically via email within one (1) business day. We have transitioned away from physical gift cards to provide faster and more secure delivery. We can assure you, all electronic gift cards have the same functionality as a physical card.

## My e-gift card code/pin does not work.

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For security reasons, electronic gift cards are usually sent with a code/pin. If you encounter an error when redeeming your card, this is typically the result of issues with cutting and pasting the code. Be sure there are no extra spaces added when entering the code into the retailer's activation field. If you need help, contact Tango at [cs@tangocard.com](mailto:cs@tangocard.com) or 1 (877) 558 2646.

## Where can I use my Tango card?

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Tango Cards are chosen on the website for retail gift cards determined by the iCARE Program. Participation in iCARE offers gift card options to stores such as Target, Walmart and Amazon.

## Can I redeem my Tango card for cash?

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Tango offers many gift card choices, but cash is not a redemption option.

## Do Tango cards expire?

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Most Tango Card balances never expire! The balance will remain on the card until it is redeemed for a Retail Gift Card or donated to charity.

## What if I can't find my Tango gift card?

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### **Junk/Spam Folder:**

Check that your electronic gift card was not accidentally filtered to a spam/junk filter in your email. If you use Gmail, check in your Promotions folder. All gift card emails are sent from [noreply@tangocard.com](mailto:noreply@tangocard.com).

### **Still Can't Find It? We Can Help!**

Yes, we can re-send your gift card! Feel free to contact Tango customer support team at [cs@tangocard.com](mailto:cs@tangocard.com) or call 1-877-558-2646.

## My question is not answered here -- who can I contact?

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### **Tango customer support team:**

[cs@tangocard.com](mailto:cs@tangocard.com) or call 1-877-558-2646 Monday - Friday | 7:30 AM - 5 PM PST

### **iCARE team:**

[iCARE@ph.lacounty.gov](mailto:iCARE@ph.lacounty.gov) or call 213-757-0663 Monday-Friday | 8:00 AM - 5 PM PST