



## TOGO'S TRIBE GIFT AND REWARDS FAQ's

Have questions about your account? You've come to the right place!  
Find answers to the most commonly asked questions below.

### How do I sign up for the Togo's Tribe Rewards Program?

There are several quick and easy ways to sign up for our Togo's Tribe Rewards Program. You can sign up by registering on our website with an activated Gift/Rewards card provided by your local participating restaurant or you can register by requesting a virtual card through our website [Togostribe.com](http://Togostribe.com) or mobile app, which is available on Apple and Android devices.

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### How does the Rewards Program work?

The Togo's Tribe Rewards Program is so easy! For every \$1 you spend, you will receive 1 point. When you reach 50 points, you will receive your \$5 Reward. Then you keep on earning!

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### Looks like my Rewards expired. Why?

Your \$5 Rewards will expire after 60 days, so be sure to check your account often to see what rewards you have available to redeem. You may also receive additional rewards for special occasions, such as your Birthday, Anniversary, or promotional rewards. These rewards may expire within 7 or 10 days, so be sure to check your account so you don't miss out!

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### How do I Redeem my Rewards?

If you have our Togo's Tribe App, open the App on your Phone, Click "Check In" and give the three digit code to your cashier or you can give your phone number or use your physical gift/rewards card.

### Will I accrue points if I haven't registered my card yet?

Yes. Your card will accrue points, but you will not be able to redeem your rewards until it is registered in the Togo's Tribe Program. Register your card here <https://togos.myguestaccount.com/guest/register>

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### **Do I have to put money on my card or mobile app to use my Togo's Tribe Rewards account?**

No, you do not have to load money on your card or mobile app to participate in the program, but having a preloaded card makes your in-store payments a breeze!

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### **Where do I get a physical Togo's Tribe Rewards card to link with my mobile account?**

To retrieve a physical Togo's Tribe Rewards card, simply visit your favorite Togo's location and ask a smiling crew member for assistance. Once the card is added to your account, the number on your physical card applies to your mobile account, which you can find under the 'My Card' section on your profile.

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### **I chose my favorite Togo's location during registration. Is this the only store I can use my Tribe Rewards card at?**

You may use your Real Rewards card at **any** of our participating Togo's locations.

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### **I forgot my card when I visited Togo's. Can I recover my points?**

Of course! Just submit this help form <http://www.togos.com/tribe/tribe-support.html>

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### **Am I able to merge my Gift/Rewards cards into one account?**

Absolutely! After logging in to your account, select 'Manage Cards' to combine multiple cards into one account. Please feel free to contact us through email at <http://www.togos.com/tribe/tribe-support.html> for assistance.

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### **I keep trying to register my card, but it's not working. What do I do?**

If you're having trouble registering your card to our Togo's Tribe Rewards program, please fill out our support form at <http://www.togos.com/tribe/tribe-support.html>. We'll get it fixed!

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### **If I have the mobile app, do I also need a physical card?**

Nope! Your mobile app will work in the same way a physical card does as your Togo's Tribe Rewards card.

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### **What do I do if I lose my Togo's Tribe Rewards card?**

You will need to log into your account and write down your account number. Bring this account number into your local Togo's restaurant and a crew member will assist you in getting a new physical card.

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### **How do I check my loyalty/gift card balance?**

You can check your loyalty card online by logging onto your account at <https://togos.myguestaccount.com/guest/accountlogin>. You can check your gift card balance by visiting <https://togos.myguestaccount.com/guest/nologin/account-balance> and entering your card number. Gift cards can also be registered and used as a loyalty card that accrues points and rewards. Get started by registering your card at <https://togos.myguestaccount.com/guest/register>

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### **How do I recover my username and password?**

To recover your username or password, please contact Customer Service at <http://www.togos.com/tribe/tribe-support.html> or click the 'forgot password' link on the Togo's Tribe Rewards login page.

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### **Do I get points for gift card purchases?**

Unfortunately, no. Points are only given for eligible Togo's products, like sandwiches, salads, wraps, soups, chips, and drinks.

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### **I bought a catering box, do I get any points?**

Yes! To receive your points, please make sure to use your Tribe Rewards card or mobile app during your purchase. The number of points you receive will vary depending on the type of catering. Maximum 100 points can be accrued per purchase/transaction.

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### **I have more questions, who do I contact?**

We're happy to help! For Togo's Tribe Questions, please fill out our help request form at <http://www.togos.com/tribe/tribe-support.html>

For General Questions, you may email or call (866) 70-TOGOS (86467)

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### **I tried to register my gift card and received an error message. Why did I receive this message?**

You received this error message because your gift card may have been purchased prior to November, 2016. Only gift cards purchased after November 1<sup>st</sup>, 2016 can be registered and added to your Rewards Account. You can still use your old gift card to make purchases, but cannot combine it to your Rewards Account unless it was purchased after November 1<sup>st</sup>, 2016. You are welcome to join our Tribe Rewards program by registering online at [togostribe.com](http://togostribe.com) or downloading our Togo's Tribe Rewards App through Google Play or the App Store.

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### **If my card can't be used with Real Rewards, why would I want to register it?**

Unless you register your card with your contact information on our website, it cannot be replaced if lost, stolen, or destroyed.