



## WEX Inc. Contact Matrix - State of Florida

Type of Inquiry	Contact / Department	Hours of Operation	Phone	Email
<ul style="list-style-type: none"> <li>Card Decline</li> <li>Card and Driver Maintenance (Add, Terminate, Update)</li> <li>Authorization Profile changes</li> <li>Online Navigation</li> <li>WEXlink Billing / Reporting Assistance</li> <li>Ticket Requests/Transaction Disputes</li> </ul>	<b>Customer Service</b>	<b>Available 24 hours a day, 7 days a week 365 days a year</b>	877-939-4872	N/A
<ul style="list-style-type: none"> <li>Invoice and Payment Questions</li> <li>Credit Line Questions</li> </ul>	<b>Eric Kane</b> Strategic Fleet Portfolio Analyst Strategic Receivables Services	<i>Monday through Friday 8:00 a.m. to 5:00 p.m. (ET)</i>	207-523-7015	<a href="mailto:Eric.Kane@wexinc.com">Eric.Kane@wexinc.com</a>
<ul style="list-style-type: none"> <li>Tax Inquiries</li> </ul>	<b>WEX Tax Department</b>	<i>Monday through Friday 8:00 a.m. to 5:00 p.m. (ET)</i>	866-841-3542	<a href="mailto:GovTaxServices@wexinc.com">GovTaxServices@wexinc.com</a>
<ul style="list-style-type: none"> <li>New Account Set up</li> <li>Program information for local government and eligible entities, interested in setting up a new WEX account under the State contract.</li> </ul>	<b>Government Sales</b> Corporate Payment Solutions	<i>Monday through Friday 8:00 a.m. to 5:00 p.m. (ET)</i>	866-527-8870	<a href="mailto:GovernmentMailbox@wexinc.com">GovernmentMailbox@wexinc.com</a>
<b>Additional Support for Statutory Agencies:</b>				
Type of Inquiry	Contact / Department	Hours of Operation	Phone	Email
<ul style="list-style-type: none"> <li>Servicing requirements are defined by St of FL agencies and supported by our Strategic Support Representatives</li> </ul>	<b>Strategic Support Specialists</b> Customer Relations	<i>Monday through Friday 8:00 a.m. to 6:00 p.m. (ET)</i>	800-726-0492	<a href="mailto:Strategic.Support@wexinc.com">Strategic.Support@wexinc.com</a>
<ul style="list-style-type: none"> <li>Supports Contracting Officer &amp; Statutory agencies</li> <li>Escalated problem investigation &amp; issue resolution</li> <li>New Account Set up for State agencies</li> <li>Custom reporting and billing inquiries</li> <li>WEXlink Billing / Reporting Assistance</li> <li>WEXOnline training</li> </ul>	<b>Traci Stanley</b> Strategic Account Manager Customer Relations	<i>Monday through Friday 8:00 a.m. to 5:00 p.m. (ET)</i>	207-523-7781	<a href="mailto:Traci.Stanley@wexinc.com">Traci.Stanley@wexinc.com</a>