



WEX Inc. Contact Matrix - State of Florida

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