



## OVER 25 YEARS OF PARTNERSHIP

**April 3, 2020**

From: WEX INC.

To: Enterprise Fleet Management Clients,

We are all finding our new normal - with new home offices, flexible work hours, parents becoming teachers, and families happily spending some unexpected time together. While we are still here to serve you 24x7 by phone, we also want to highlight a few tips that make it easier to manage your WEX/Enterprise Fleet Management account.

- 1. Please call WEX directly:** If you have any questions or concerns about your WEX, account or bill you can call 888-774-4939. WEX Customer Service Team are prepared for your call.
- 2. You can suspend any inactive Fuel Cards:** WEXOnline provides the ability to put fuel cards in a “suspension” without terminating the vehicles and requesting a new card. This prevents the card from authorizing even if it is used with a valid Driver ID. This will help mitigate any fraudulent or unauthorized purchases while the vehicle may not be on the road.
- 3. Implement Authorization Controls:** EFM/WEX Clients have always had the ability to set authorization profiles on their cards. By taking this security measure, it limits the number of transactions and can lock out by time of day and day of the week.
- 4. Take the time to update your Contact information with WEX:** During this Pandemic, it is essential WEX can communicate to the correct contacts. Often times WEX will send alerts to fleets but it may go to an incorrect person. Using WEXOnline a fleet client can verify & update the email address we have in the system so they can get timely alerts.
- 5. WEXOnline Banner Pages:** WEX will start communicating messages via a banner page through WEXOnline to help provide updates or important messages.
- 6. DRIVER DASH:** EFM Customers can take advantage of DRIVER DASH at ExxonMobil and Shell locations. This product allows for a cardless transaction from your driver’s Cell Phone. Please visit [FleetDriverDash.com](http://FleetDriverDash.com) to get setup. It is completely free and easy to use.

**WEX is committed to the servicing of your Account. Please contact us with any questions at 888-774-4939. Thank you for your continued business.**