

Primary WEX Contacts					
Name	Title	Primary Duties	Hours	Phone	Email
Denise Baumgart	Government Account Manager	contractual matters	8A-5P Eastern Time	913-393-3208	denise.baumgart@wexinc.com
Courtney Keach	Strategic Account Manager	day-to-day operations, strategy, escalated issues, reporting, training	8A-5P Eastern Time	207-523-6810	courtney.keach@wexinc.com
Anna Nelson	Strategic Receivables Analyst	billing inquiries, payment reconciliation	8A-5P Eastern Time	207-523-6514	anna.nelson@wexinc.com
Strategic Support	Strategic Support	basic account maintenance, driver declines, online access	8A-6P Eastern Time (after hours your call will be automatically routed to 24/7 Customer Service)	800-726-0492	strategic.support@wexinc.com

Other Contacts	Phone	Primary Duties
Tax Department	866-841-3542	If agencies need assistance with tax paperwork or have tax-specific inquiries

Assistance	Best Contact
Contractual inquiries	Denise Baumgart
Emergencies/escalated issues	Courtney Keach
Billing	Anna Nelson
Transaction-based inquiries	Courtney Keach
Driver/card declines	Strategic Support
Authorization Controls	Strategic Support
Account Maintenance (including drivers or cards)	Strategic Support
Online access	Strategic Support
Rebate	Courtney Keach
Account setup	Courtney Keach