

WEX Contact List

Assistance	Contact	Title	Email
Contractual inquiries	Janet Parker	Government Account Manager	janet.parker@wexinc.com
Emergencies/escalated issues	Tim Derbyshire	Strategic Support	timothy.derbyshire@wexinc.com
Billing	George Bushway	Strategic Receivables Analyst	george.bushway@wexinc.com
Transaction-based inquiries	Tim Derbyshire	Strategic Support	timothy.derbyshire@wexinc.com
Driver/card declines	Strategic Support	Basic Account Maintenance	strategic.support@wexinc.com
Authorization Controls	Strategic Support	Basic Account Maintenance	strategic.support@wexinc.com
Account Maintenance (including drivers or cards)	Strategic Support	Basic Account Maintenance	strategic.support@wexinc.com
Online access	Strategic Support	Basic Account Maintenance	strategic.support@wexinc.com
WEXPay inquiries	Tim Derbyshire	Strategic Support	timothy.derbyshire@wexinc.com
Rebate	Tim Derbyshire	Strategic Support	timothy.derbyshire@wexinc.com
Account setup	Tim Derbyshire	Strategic Support	timothy.derbyshire@wexinc.com
Other Contacts	Phone		
WEXPay - to initiate a WEXPay	800-438-9140		
Fraud	888-691-0361		
Tax Department	866-841-3542		
Strategic Support	800-726-0492		
Account Maintenance (self-service)			
WEXOnline	https://go.wexonline.com		