

# WEX Contact Matrix (10/12/2016)

Primary WEX Contacts					
Name	Title	Primary Duties	Hours	Phone	Email
Denise Baumgart	Government Account Manager	Maintains strategic relationship with St of MO, Contractual matters, Make product and service recommendations	8A-5P Eastern Time	913-393-3208	<a href="mailto:denise.baumgart@wexinc.com">denise.baumgart@wexinc.com</a>
Amy Hodgkins	Strategic Account Manager	Supports strategic relationship by managing day-to-day needs for Contracting officer & Statutory agencies, problem investigation & issue resolution	8A-5P Eastern Time	207-523-6611	<a href="mailto:Amy.Hodgkins@wexinc.com">Amy.Hodgkins@wexinc.com</a>
Rebecca Bolduc / Anna Gannon	Strategic Fleet Portfolio Analyst	Manages billing and payment related work including account reconciliation documents, Works primarily with accounting and payables staff at St of MO agencies	8A-5P Eastern Time	207-523-6589	<a href="mailto:Rebecca.Bolduc@wexinc.com">Rebecca.Bolduc@wexinc.com</a>
Strategic Account Specialist	Account Managers	Supports strategic relationship by managing day-to-day needs for Non-Statutory agencies, problem investigation & issue resolution	8A-5P Eastern Time	866-627-8039	<a href="mailto:StrategicAccountSpecialist@wexinc.com">StrategicAccountSpecialist@wexinc.com</a>
Strategic Support	Strategic Support	Provides more customized service than the standard Customer Service Call center environment, basic account maintenance and online assistance	8A-6P Eastern Time (after hours your call will be automatically routed to 24/7 Customer Service)	800-726-0492	<a href="mailto:strategic.support@wexinc.com">strategic.support@wexinc.com</a>
Government Sales	Government Sales Executives	Team of Government Sales executives that work with agencies not currently utilizing the WEX program, Account application and setup process for Non-Statutory agencies	8A-5P Eastern Time	866-527-8870	<a href="mailto:GovernmentMailbox@wexinc.com">GovernmentMailbox@wexinc.com</a>

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# Contacts Continued..

Other Contacts	Phone
WEXPay - to initiate a WEXPay	800-438-9140
Fraud	888-691-0361
Tax Department	866-841-3542

Account Maintenance (self-service)	
WEXOnline	<a href="https://go.wexonline.com">https://go.wexonline.com</a> <a href="http://www.wexinc.com/fleet-operators-and-managers/government-fleets/missouri">http://www.wexinc.com/fleet-operators-and-managers/government-fleets/missouri</a>
New Account Request	<a href="http://www.wexinc.com/fleet-operators-and-managers/government-fleets/missouri">http://www.wexinc.com/fleet-operators-and-managers/government-fleets/missouri</a>

Assistance	Best Contact
Contractual inquiries	Denise Baumgart
Emergencies/escalated issues	Amy Hodgkins / Denise Baumgart
Billing	Rebecca Bolduc
Transaction-based inquiries	Amy Hodgkins
Driver/card declines	Strategic Support
Authorization Controls	Strategic Support
Account Maintenance (including drivers or cards)	Strategic Support
Online access	Strategic Support
WEXPay inquiries	Amy Hodgkins
Tax exemption	Tax Department
Rebate	Amy Hodgkins
Account setup/Non-Statutory	Government Sales Executives
Account setup/Statutory	Amy Hodgkins

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