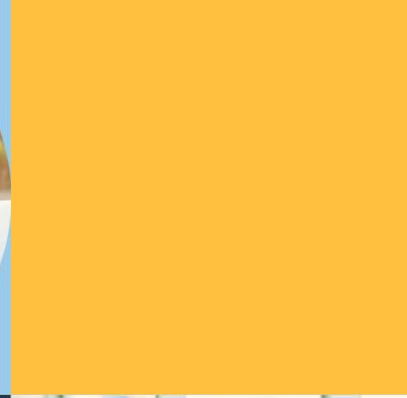




Fischer Homes

Getting started with your online account and mobile application



Getting started with your online account

Set up your online account

Reset your password in your online account

Navigate your online account

Set up direct deposit

Set up your benefits mobile app

Reset your username and password in the mobile app

Access the Knowledgebase from your mobile or online account

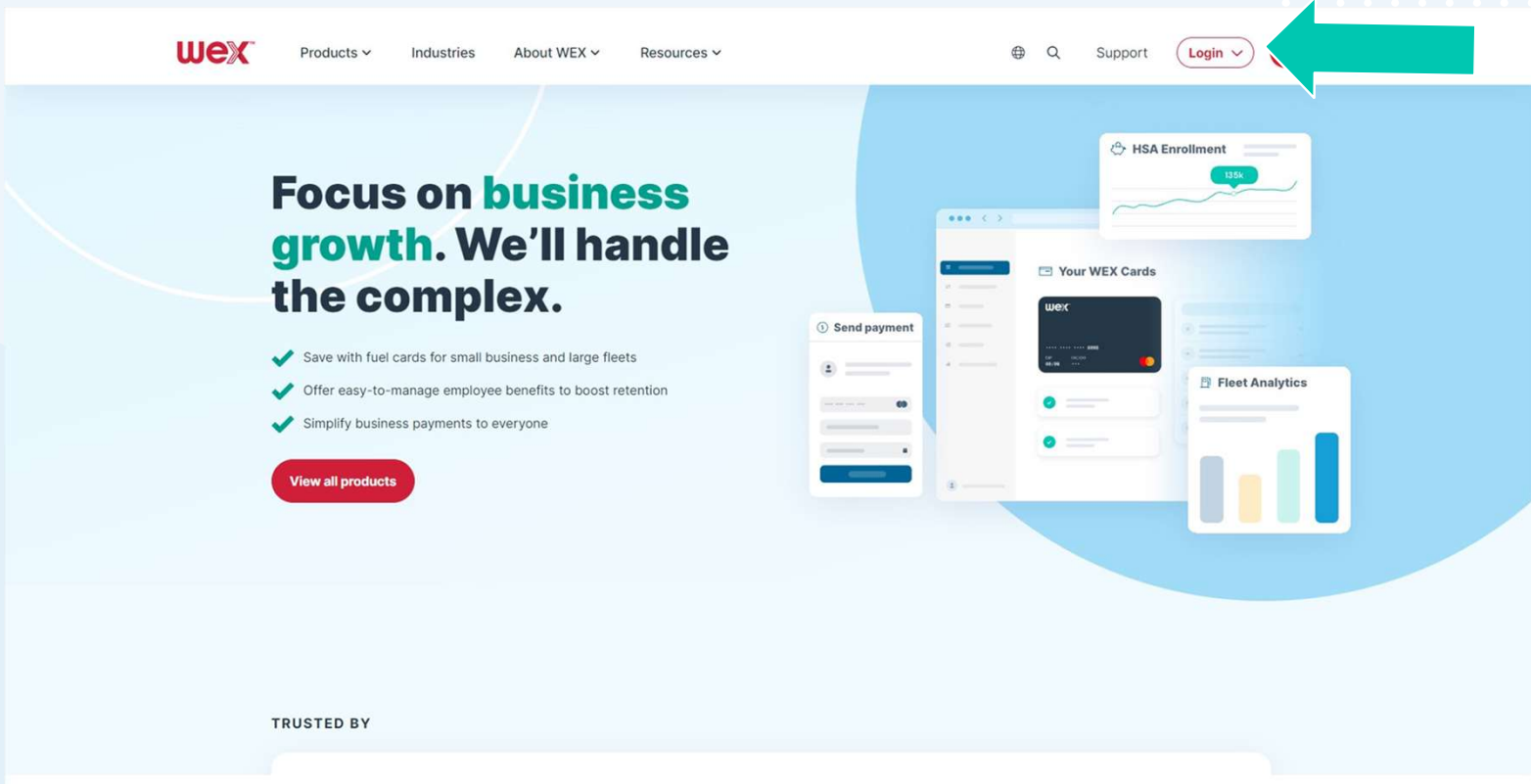


How to set up your online account

Proprietary & Confidential



Set up your online account



Set up your online account

The screenshot shows the WEX website homepage. At the top left is the WEX logo. The navigation menu includes 'Products', 'Industries', 'About WEX', and 'Resources'. On the right side of the header, there are links for 'Support', 'Login', and a red 'Get started' button. A red arrow points to the 'Get started' button. Below the navigation is a large blue banner with the text 'Focus on business growth. We'll handle the complex.' and three bullet points: 'Save with fuel cards for small business and large fleets', 'Offer easy-to-manage employee benefits to boost retention', and 'Simplify business payments to everyone'. A red 'View all products' button is located below the banner. To the right of the banner are several overlapping images of mobile and desktop app screens showing features like 'Send payment', 'Your WEX Cards', and 'Fleet Analytics'. A white dropdown menu is open over the 'Get started' button, listing 'Benefits accounts', 'Corporate payments', 'Fleet', 'Travel payments', and 'View all'. At the bottom left of the page, it says 'TRUSTED BY'.

Set up your online account

wex Products Industries About WEX Resources Support Login Get started

WEX Benefits Login

WEX Benefits Login

Simply select your account type below and you'll be sent to the login page for your Benefits account.

Looking for your Discovery Benefits Login? Discovery Benefits is now a part of WEXinc and you can log into your account using the links below. Welcome to WEX!

Participants Accounts


- HSA, FSA, HRA/Wellness & Commuter** Plans offered through your employer
- Non-employer Individual HSA** Individual plan you enrolled in directly with WEX, not through your employer
- COBRA, Retiree & Leave of Absence** Benefits continuation through your previous employer or during retirement

[Login Assistance](#)

Set up your online account

The screenshot displays the WEX Benefits website interface. At the top left is the WEX BENEFITS logo. Below it is the 'Login' section, which is divided into two main areas. On the left, under the heading 'Existing User', there is a form with a 'Username' input field, a 'Forgot Username?' link, and a 'Remember Me' checkbox. A blue 'Next' button is positioned below the form. On the right, a section titled 'Trouble accessing your account?' provides instructions: 'Get online account assistance to reset your username or password, set up a new account, or contact us if you have additional questions.' Below this text is an illustration of a person sitting at a laptop with a speech bubble containing '???' and a message icon. Below the 'Login' section is a promotional banner for GlassesUSA, featuring images of eyeglasses and contact lenses, with the text 'Shop thousands of styles with FSA/HSA dollars \$30 OFF on orders over \$120' and a 'Shop Now' button. The bottom right of the page features a 'New User' section with the text 'New users can create a new account to get started.' and a blue 'Get Started' button, which is highlighted by a large green arrow pointing to it from the right.

Set up your online account



Verify User

20% *Required

Complete the information below to verify your identity.

First Name*

Last Name*

Zip Code*

Identification Number (select one)

SSN* - -

OR

Employee ID*

Set up your online account



Secure One-Time Password

A one-time password was sent to your email address.

One-Time Password: *

If you do not receive an email, please contact your administrator.

*Required

Next

© WEX Health Inc. 2004-2020. All rights reserved. Powered by WEX Health

Set up your online account

wex™

Create Account

Personal Information

Name* MI

Birth Date*

Home Address* United States

Address Line 2

Mailing Address* Same as Home Address

*Required

Set up your online account



Create Account

Contact Information

*Required

Email Address*

Confirm Email Address*

Alternate Email Address

Confirm Alternate Email Address

Mobile Number

 -

Mobile Carrier

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone 

Cancel

Next

Set up your online account



Security Questions (Step 1 of 2)

Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer a question to complete sensitive actions within the portal such as resetting a forgotten password.

View All ^{*Required}

Select a question...	*	<input type="text"/>	<input type="checkbox"/> View
Select a question...	*	<input type="text"/>	<input type="checkbox"/> View
Select a question...	*	<input type="text"/>	<input type="checkbox"/> View
Select a question...	*	<input type="text"/>	<input type="checkbox"/> View
Select a question...	*	<input type="text"/>	<input type="checkbox"/> View

Next


Set up your online account




Change Username and Password (Step 2 of 2)

Please change your login information. *Required

Username*
Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).

New Password* 
Your password must contain at least ten characters, one upper case letter, one number and one special character. Special characters supported are ! @ # \$ % & * ?. The letters in your password are case sensitive. Your password cannot be a previous password.

Confirm Password* 

Set up your online account

The screenshot shows a user interface for WEX Benefits. A central pop-up window titled "Go mobile!" prompts the user to add a phone number for text alerts and app access. The form includes fields for "Mobile Number" (with a pre-filled area code of 555), "Mobile Carrier" (a dropdown menu currently showing "Your Carrier"), and "Time Zone" (a dropdown menu showing "Select a Time Zone"). A "Submit" button is located at the bottom right of the pop-up. Below the pop-up, the background shows a list of accounts with columns for "AVAILABLE" and "Medical FSA Carryover 5... \$0.00".

Go mobile!

Add a phone number to your account to receive text alerts, and get our app for easy benefits access.

Mobile Number: (555) 555 - 5555

Mobile Carrier: Your Carrier

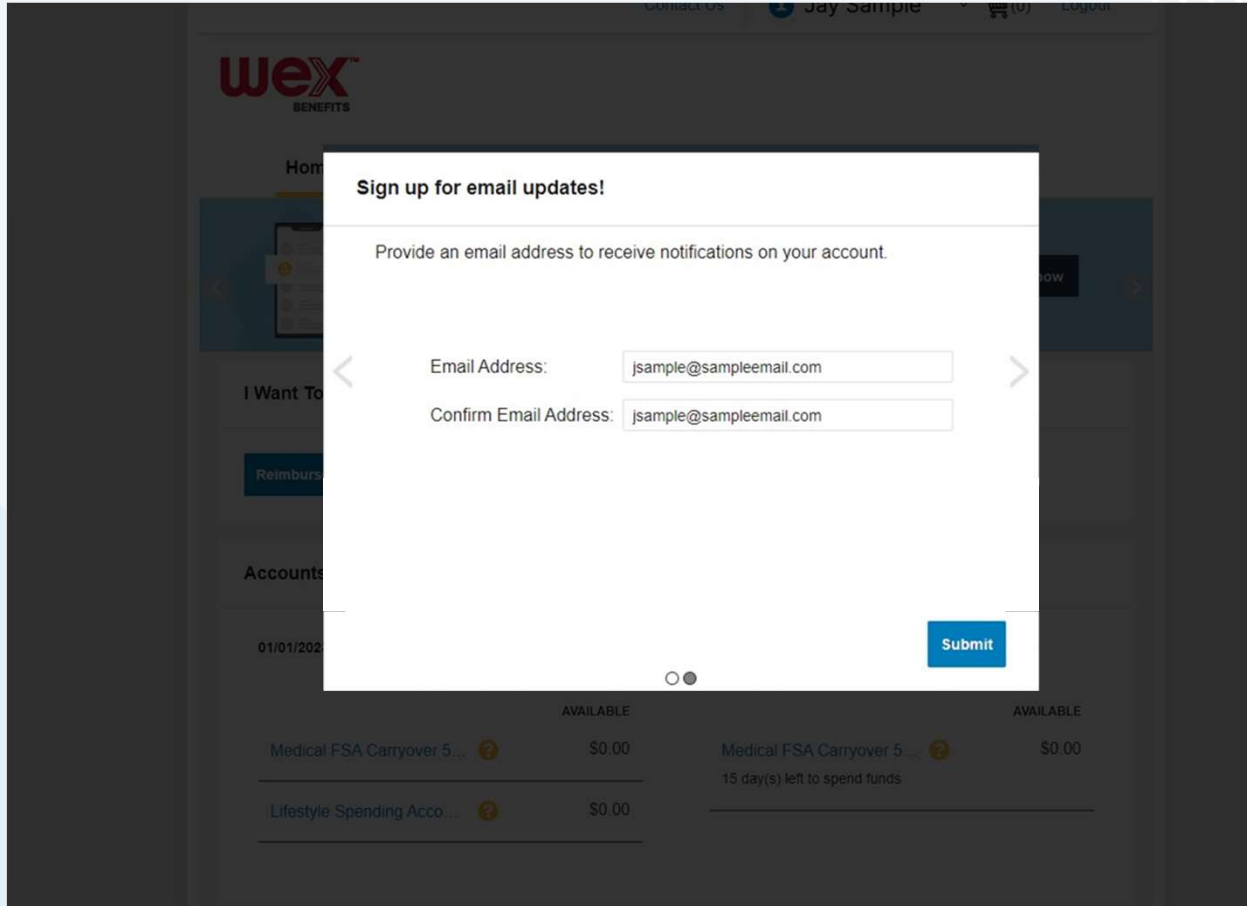
Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone: Select a Time Zone

Submit

Account Name	AVAILABLE
Medical FSA Carryover 5...	\$0.00
Lifestyle Spending Acco...	\$0.00

Set up your online account



The screenshot shows a user interface for WEX Benefits. A modal window titled "Sign up for email updates!" is centered on the screen. The modal contains the following text and form elements:

- Header: **Sign up for email updates!**
- Instruction: Provide an email address to receive notifications on your account.
- Form fields:
 - Email Address:
 - Confirm Email Address:
- Submit button: **Submit**

The background of the website is dimmed and shows the WEX logo, navigation links, and a table of account balances.

	AVAILABLE		AVAILABLE
Medical FSA Carryover 5 ...	\$0.00	Medical FSA Carryover 5 ...	\$0.00
		15 day(s) left to spend funds	
Lifestyle Spending Acco ...	\$0.00		

How to reset your password in your online account

Proprietary & Confidential



Password Reset

Login


Existing User

Username [Forgot Username?](#)

Remember Me

Next

Trouble accessing your account?
[Get online account assistance](#) to reset your username or password, set up a new account, or contact us if you have additional questions.



Password Reset

Login


Existing User

Username [Change Account?](#)

Password [Forgot Password?](#)

Login

Trouble accessing your account?
Get [online account assistance](#) to reset your username or password, set up a new account, or contact us if you have additional questions.



A teal arrow points from the 'Forgot Password?' link to the 'Trouble accessing your account?' section.

Password Reset

Request Password Reset



20%

Enter your username, last name and last 4 digits of your SSN.

*Required

Username *

Last Name *

Last 4 Digits of Your SSN *

Next

Password Reset

Verify Your Identity



40%

Your protection is important to us. We need to take some extra steps to verify your identity. Please confirm how you would like to proceed:

- Text Message** (**) ***-0000
Text messaging rates may apply.
View our [privacy policy](#) and [terms of service](#).
1 message per attempt.
- Email** sS***@***.com
- Alternate Email** sS***@***.com

Password Reset

Verify Your Identity



50%

A passcode was sent to your mobile number: (***) ***-0000

*Required

Verification passcode: * View


If you did not receive the text message, or your passcode has expired, click on the link below to resend the passcode or contact your administrator.

[Resend passcode](#)

Next

Password Reset

Verify Your Identity

 60%
Your protection is important to us. We need to take some extra steps to verify your identity. Please confirm how you would like to proceed:

- Security Questions**
- Last 6 digits of primary account holder's benefits debit card**

Next

Password Reset

Update Password

80%

Enter your new password *Required

New Password*

Confirm Password*

Your password must contain at least eight characters, one upper case letter, one number and one special character. Special characters supported are ! @ # \$ % & * ?. The letters in your password are case sensitive. Your password cannot be a previous password.

Next

Password Reset

Password Reset Results

 100%

Your password has been changed.

Login

Password Reset

Login


Existing User

Username [Forgot Username?](#)

Remember Me

Next

Trouble accessing your account?
[Get online account assistance](#) to reset your username or password, set up a new account, or contact us if you have additional questions.

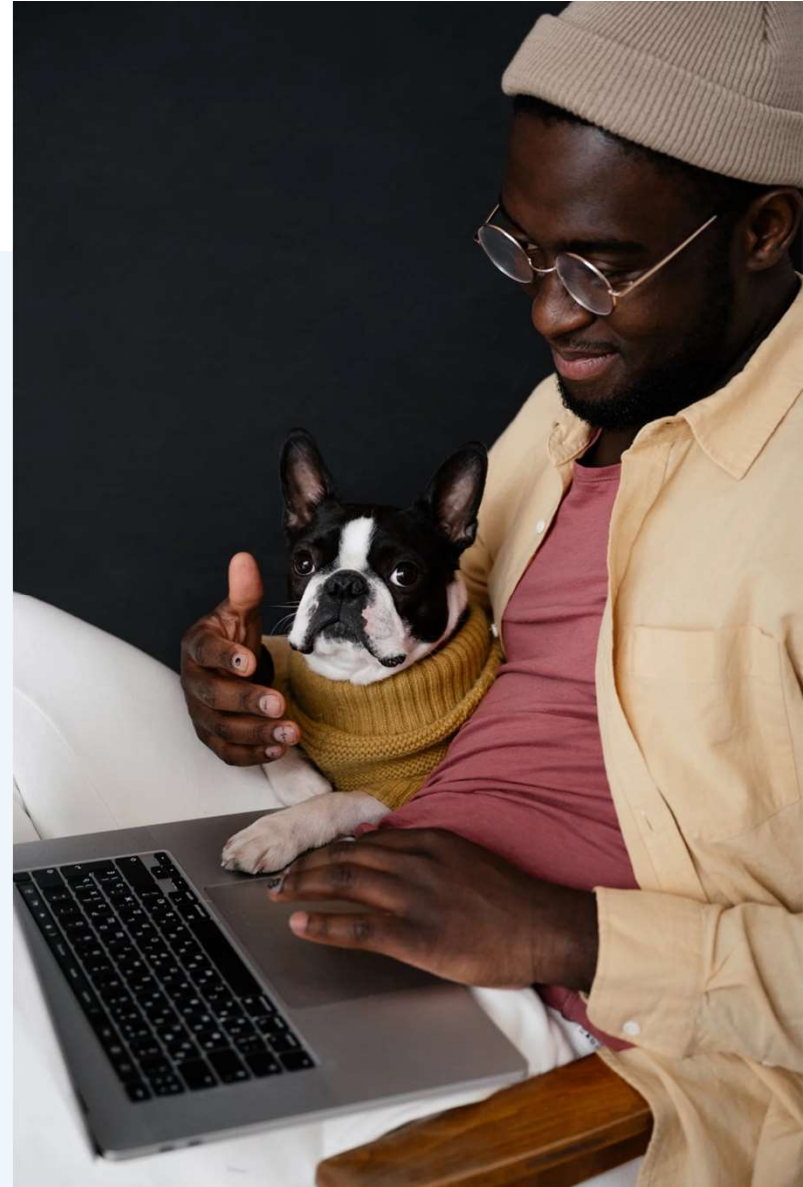





Navigate your online account



Proprietary & Confidential



Navigate your online account

Contact Us |  Hakeem Langley

wex
BENEFITS

Home Accounts Videos & Forms Message Center **14**

Shop for HSA + FSA eligible items in one place
Save \$ on personal care items, OTC medications, first aid, face masks, and more!
[Start shopping](#)

I Want To:

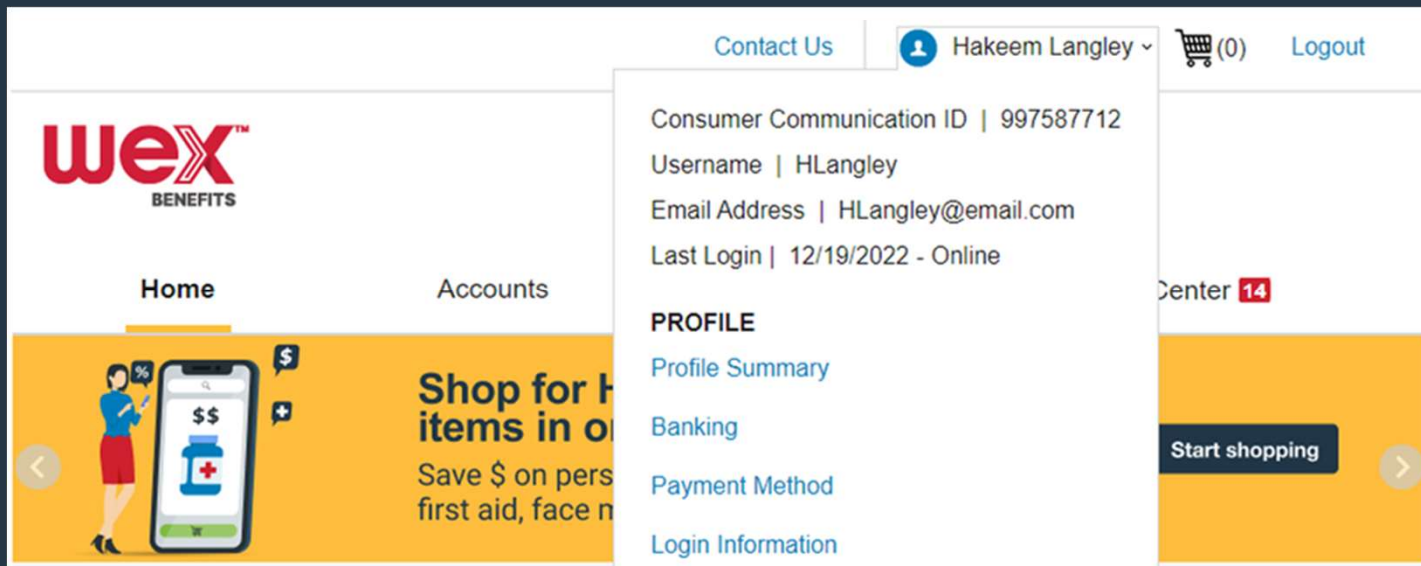
[Get Help](#) [Reimburse Myself](#) [Send Payment](#) [Contribute to HSA](#) [View Investments](#)
[Manage My Expenses](#)

Select your name

along the bar at the top of the screen to open your profile menu

Profile Menu

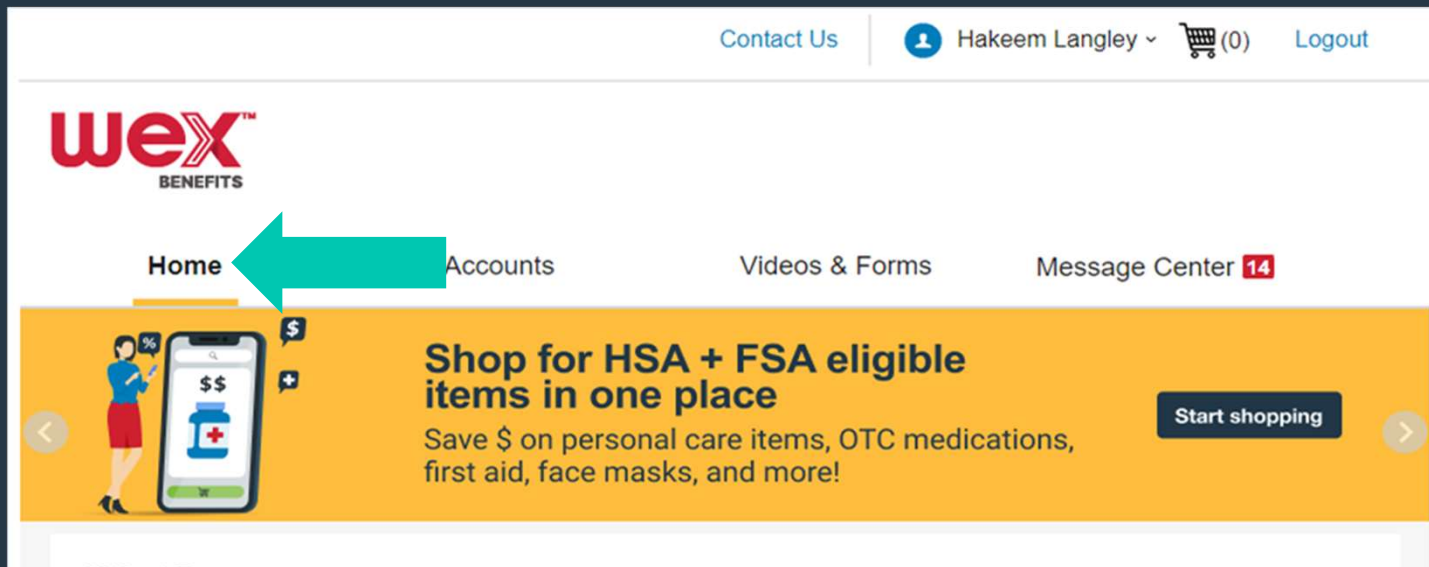
- **Review** personal information
- **Add** dependents, authorized representatives, and direct deposit information
- **Order** additional or replacement WEX benefits debit cards
- **Update** login information



Home Page

This page shows highlights of all your recent activity. These include...

- **I want to** shows possible actions
- **Accounts** shows plans and balances
- **Tasks** shows tasks that may need to be completed
- **Recent transactions** shows recent account activity



Home Page

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BENEFITS

Home Accounts Videos & Forms Message Center **14**

Shop for HSA + FSA eligible items in one place
Save \$ on personal care items, OTC medications, first aid, face masks, and more!
[Start shopping](#)

I Want To: ←

[Get Help](#) [Reimburse Myself](#) [Send Payment](#) [Contribute to HSA](#) [View Investments](#)

[Manage My Expenses](#)

The “I Want To” section allows you to:

File a claim.

Manage expenses and investments.

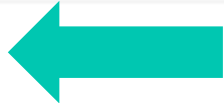
Find answers to questions

Home Page

I Want To:

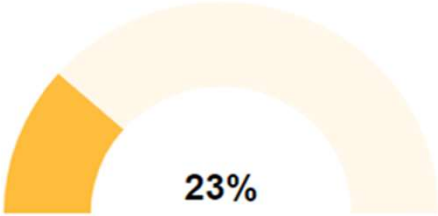
[Get Help](#) [Reimburse Myself](#) [Send Payment](#) [Contribute to HSA](#) [View Investments](#)

[Manage My Expenses](#)

Tasks 1 

To get your money faster, set up a bank account for direct deposit

Healthcare Savings Goal



23%

\$4,580 of \$20,000

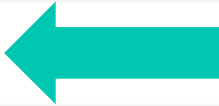
[EDIT GOAL](#)

The “Tasks” section allows you to:

- **Review** actions needed.

Home Page

Accounts



HEALTH SAVINGS ACCOUNT

1/1/2022 - 12/31/2022

	AVAILABLE		AVAILABLE
Cash Account	\$1,050.00	Limited Purpose Flexible... ?	\$2,750.00
Investment Account	\$3,530.21	Health Reimbursement A... ?	\$2,000.00
		Dependent Care Flexible... ?	\$4,900.00
		Transit ?	\$3,240.00
		Parking ?	\$3,240.00

The “Accounts” section allows you to:

- **View** available balances.

Home Page

Transit ?	\$3,240.00
Parking ?	\$3,240.00

Flu season is just around the corner

Prepare by checking your account balance and stocking up on eligible items if needed.

Shop for items



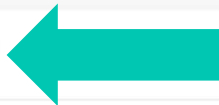
Do you have multiple HSAs?

You have options.

[Read our blog to learn more >>](#)



Recent Transactions



DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
12/1/2022	Dependent Care	Lillian Langley	DAYCARE	\$100.00	\$

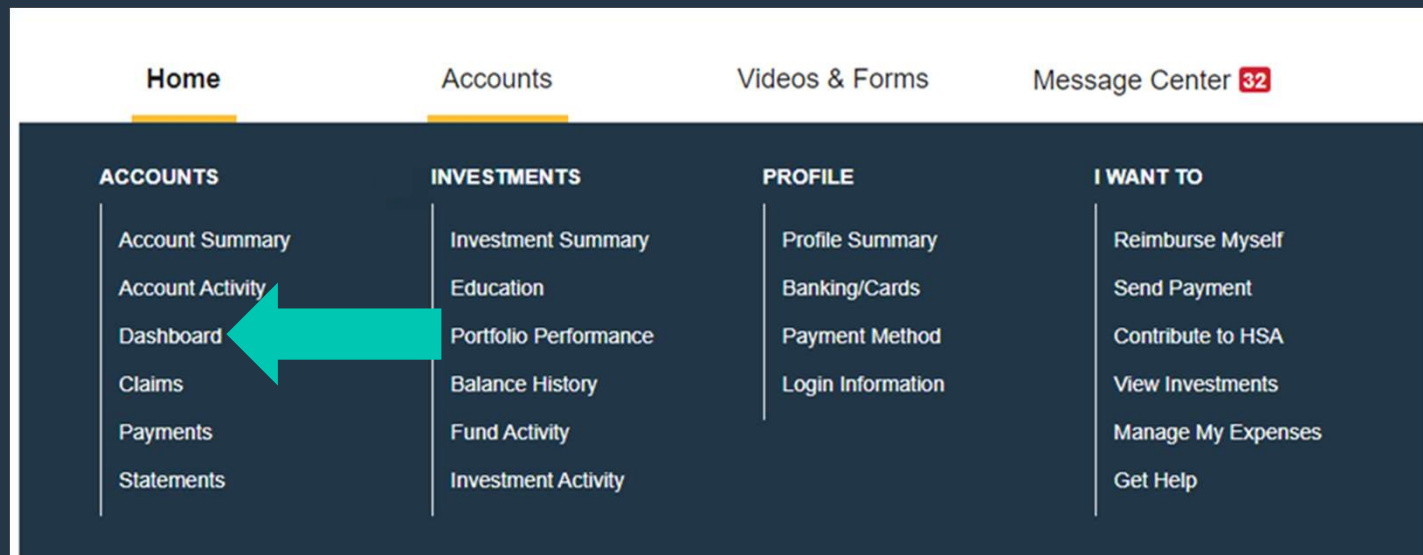
The “Recent Transactions” section allows you to:

- **Check** transaction history.

Accounts Page

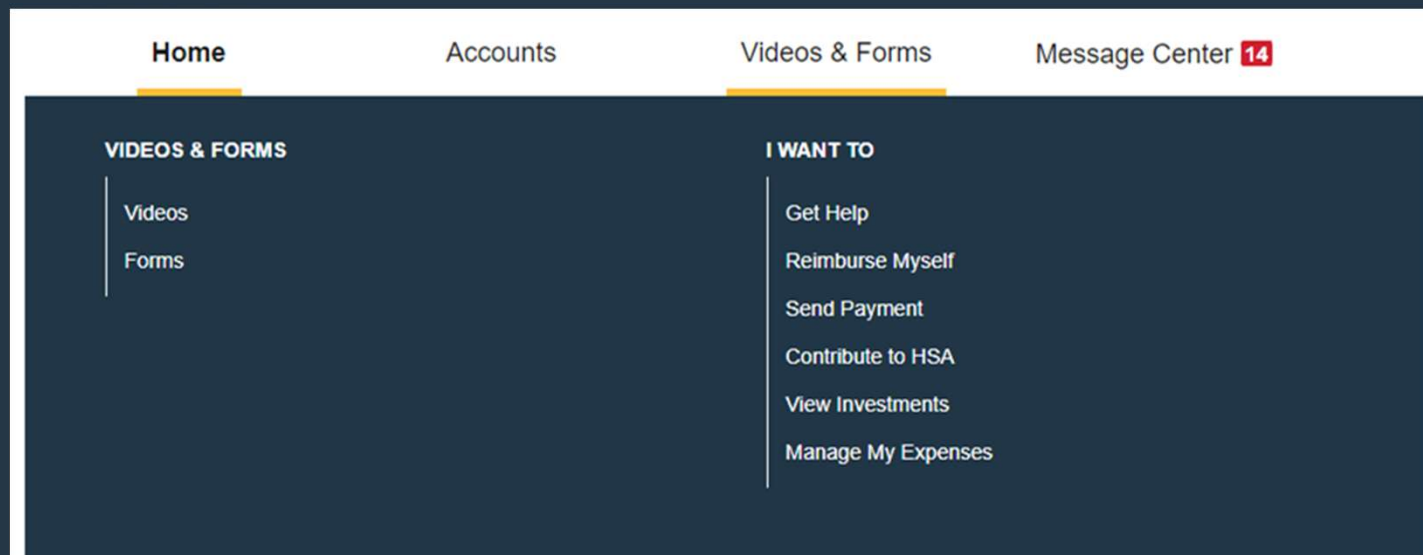
This page shows highlights of all your recent activity. These include...

- **Account Summary**
- **Payments** history
- **Claims** details
- **Dashboard**



Videos & Forms Page

- **View** videos, forms and links applicable to your account(s)



Message Center Page

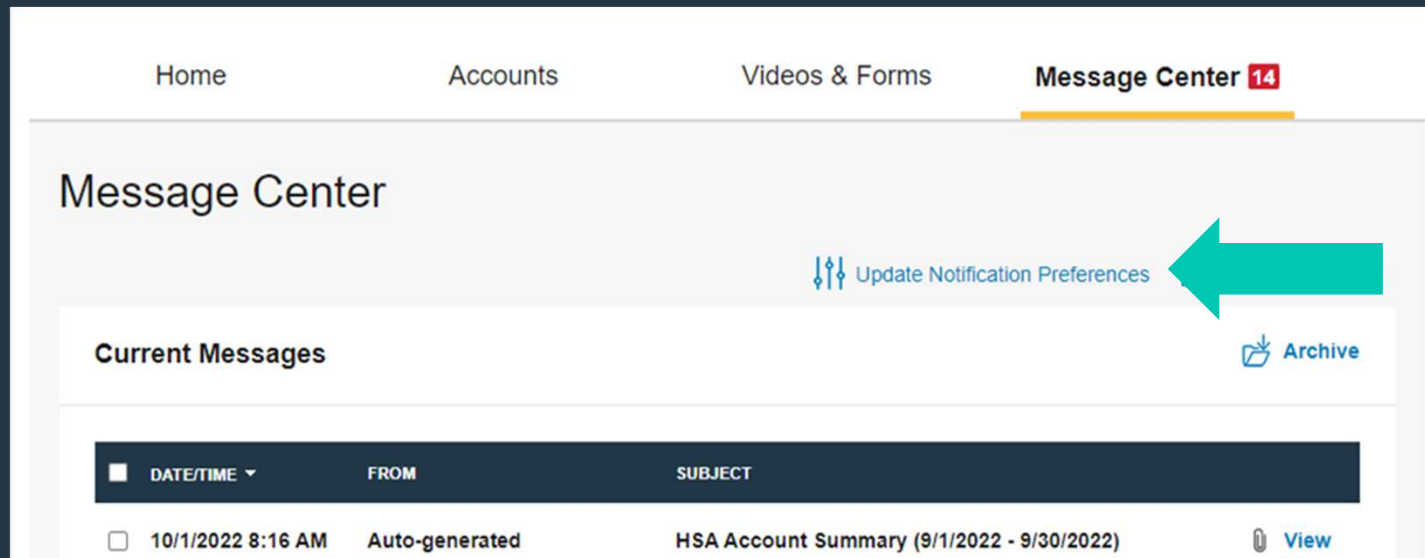
- **Locate** account statements, receipt reminders, advices of deposit and HSA tax documents, if applicable.

The screenshot displays the Message Center interface. At the top, there are navigation tabs: Home, Accounts, Videos & Forms, and Message Center (which is highlighted with a red badge showing '14'). Below the tabs, the page title 'Message Center' is displayed. To the right of the title are two links: 'Update Notification Preferences' and 'View Statements'. Below this is a section titled 'Current Messages' with an 'Archive' button. A table of messages is shown below, with columns for 'DATE/TIME', 'FROM', and 'SUBJECT'. One message is listed: '10/1/2022 8:16 AM' from 'Auto-generated' with the subject 'HSA Account Summary (9/1/2022 - 9/30/2022)'. A 'View' button is next to the message.

DATE/TIME	FROM	SUBJECT	
10/1/2022 8:16 AM	Auto-generated	HSA Account Summary (9/1/2022 - 9/30/2022)	View

Message Center Page

- **Locate** account statements, receipt reminders, advices of deposit and HSA tax documents, if applicable.
- **Update** notification preferences to opt in or out of certain text and email alerts.

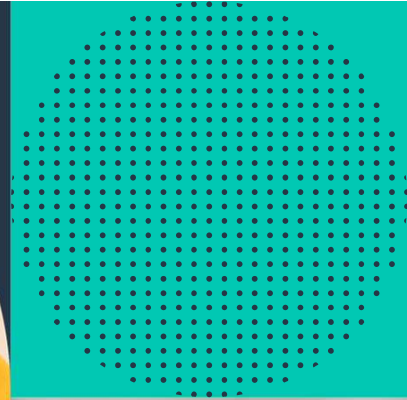


The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Accounts', 'Videos & Forms', and 'Message Center 14'. The 'Message Center' tab is highlighted with a yellow underline. Below the navigation bar, the page title 'Message Center' is displayed. To the right of the title is a link 'Update Notification Preferences' with a teal arrow pointing to it. Below this is a section titled 'Current Messages' with an 'Archive' button. At the bottom, a table lists messages with columns for 'DATE/TIME', 'FROM', and 'SUBJECT'. A single message is shown: '10/1/2022 8:16 AM', 'Auto-generated', and 'HSA Account Summary (9/1/2022 - 9/30/2022)', with a 'View' link.

DATE/TIME	FROM	SUBJECT	
10/1/2022 8:16 AM	Auto-generated	HSA Account Summary (9/1/2022 - 9/30/2022)	View

How to set up direct deposit

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Direct Deposit

Contact Us | Hakeem Langley (0) | Logout

wex
BENEFITS

Home | Accounts | Tools & Forms | Message Center 14

Shop for HSA + FSA eligible items in one place
Save \$ on personal care items, OTC medications, first aid, face masks, and more!

Start shopping

I Want To:

Direct Deposit

The screenshot shows a navigation menu with four main categories: Home, Accounts, Videos & Forms, and Message Center (with a red notification badge showing '32'). Below these are four columns of sub-menu items: ACCOUNTS, INVESTMENTS, PROFILE, and I WANT TO. A teal arrow points from the 'Payment' item in the 'I WANT TO' column to the 'Banking/Cards' item in the 'PROFILE' column.

Home	Accounts	Videos & Forms	Message Center 32
ACCOUNTS <ul style="list-style-type: none">Account SummaryAccount ActivityDashboardClaimsPaymentsStatements	INVESTMENTS <ul style="list-style-type: none">Investment SummaryEducationPortfolio PerformanceBalance HistoryFund ActivityInvestment Activity	PROFILE <ul style="list-style-type: none">Profile SummaryBanking/CardsPayment MethodLogin Information	I WANT TO <ul style="list-style-type: none">Reimburse MyselfPaymentContribute to HSAView InvestmentsManage My ExpensesGet Help

[Get Help](#)

Direct Deposit

Home **Accounts** Videos & Forms Message Center **6**

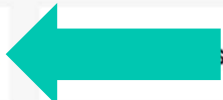
Banking / Cards

Bank Accounts	Add Bank Account
----------------------	----------------------------------

No bank accounts exist

JAMES SAMPLE Card Number: xPEND † Status: Pending Effective: 8/10/2018	JAMES SAMPLE Card Number: x0068 † Status: Lost/Stolen Expires: 8/31/2023 Effective: 8/7/2018
--	---

† Request New Personal Identification Number (PIN) Toll Free Number: (866) 898-9795





Direct Deposit

Banking / Add Bank Account

Bank Account Information

*Required

Routing Number * 	<input type="text" value="999999999"/>
Account Number *	<input type="text" value="999999999"/>
Confirm Account Number *	<input type="text" value="999999999"/>
Account Type *	<input type="text" value="Checking"/>
Account Nickname * 	<input type="text" value="Sample Account"/>

Bank Institution Information

Bank Name *	<input type="text" value="Testing Bank 9"/>
Bank Address *	<input type="text" value="101 First Avenue"/>
	<input type="text" value="Any City"/>
	<input type="text" value="Missouri"/>
	<input type="text" value="63141-0000"/>

Cancel

Submit

Direct Deposit

Home **Accounts** Videos & Forms Message Center **5**

Banking / Add Bank Account

Update Payment Method to Direct Deposit ✕

Select the plan year/s below that you would like to update your payment method to Direct Deposit.

PLAN YEAR	CURRENT PAYMENT METHOD	UPDATE PAYMENT METHOD TO
<input type="checkbox"/> Health Savings Account	WEX Benefits Debit Card Check	WEX Benefits Debit Card Direct Deposit

Bank Account *Required

Routing Number

Account Number

Confirm Account

Account Type

Account Nickname * i

Direct Deposit

Home **Accounts** Videos & Forms Message Center **6**

Banking / Cards

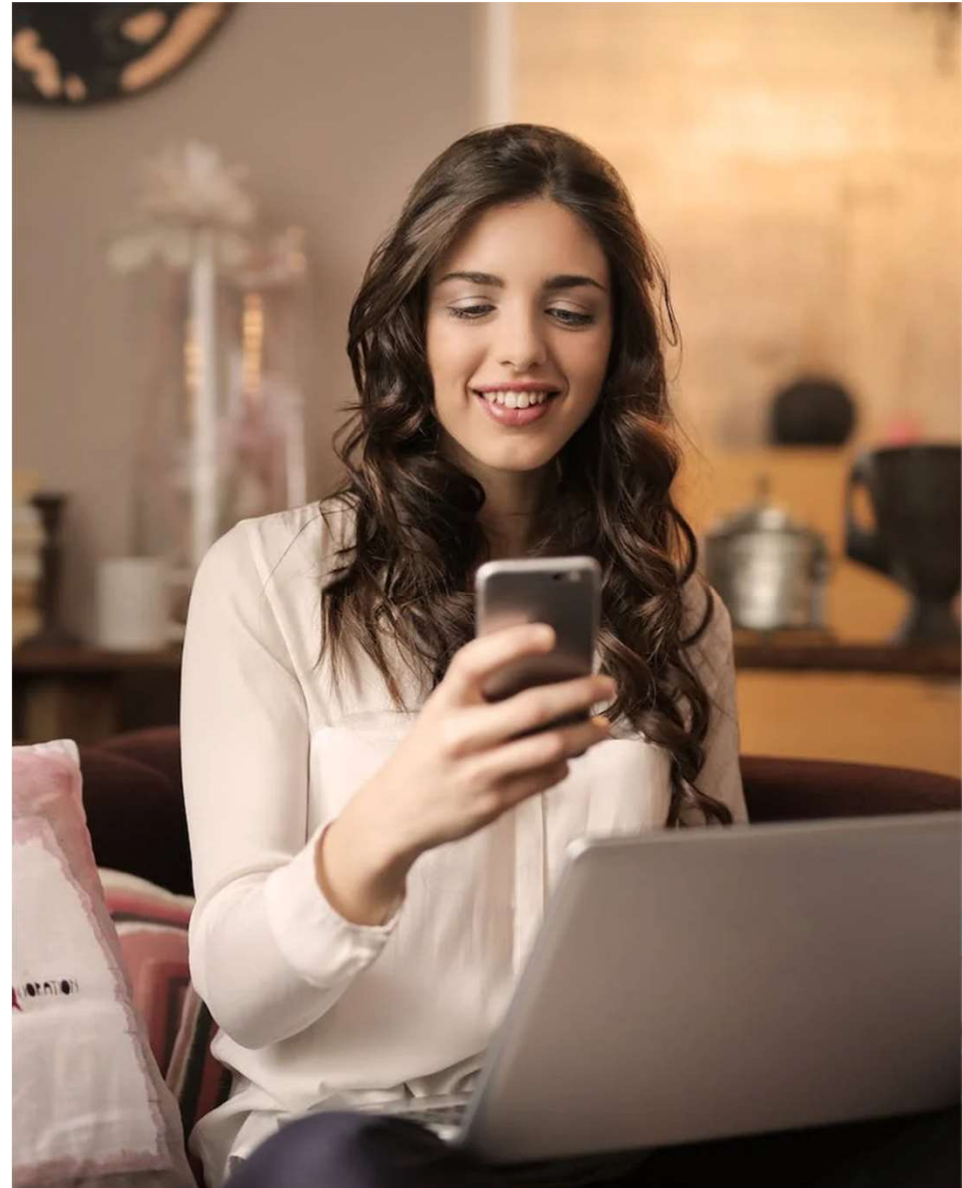
Bank Accounts	Debit Cards	
SAMPLE ACCOUNT Testing Bank 9 xxxx9999 Checking View / Update Remove	JAMES SAMPLE Card Number: xPEND † Status: Pending Effective: 8/10/2018	JAMES SAMPLE Card Number: x0068 † Status: Lost/Stolen Expires: 8/31/2023 Effective: 8/7/2018

† Request New Personal Identification Number (PIN) Toll Free Number: (866) 898-9795



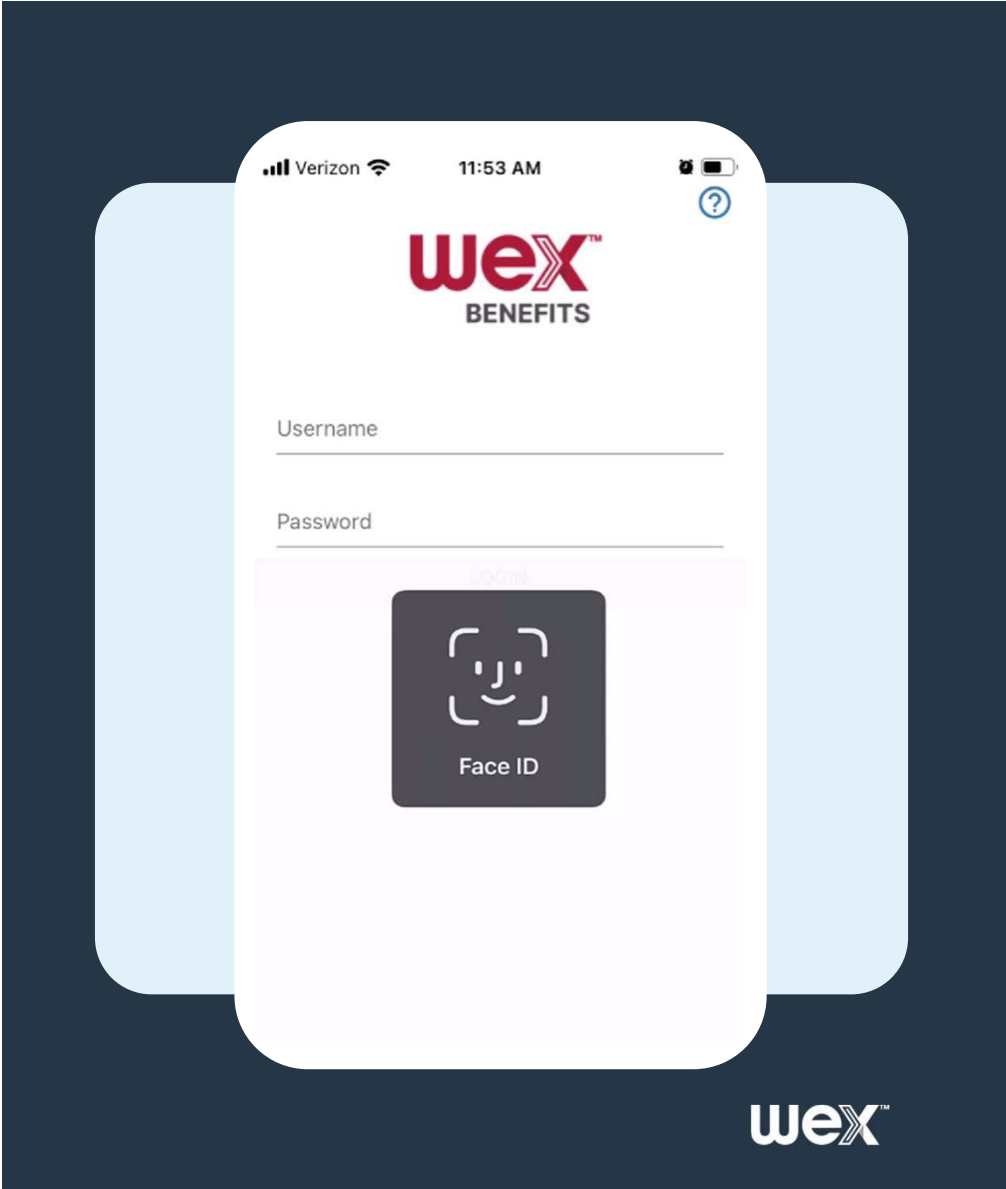
How to set up your benefits mobile app

Proprietary & Confidential



> How to set up your WEX benefits mobile app

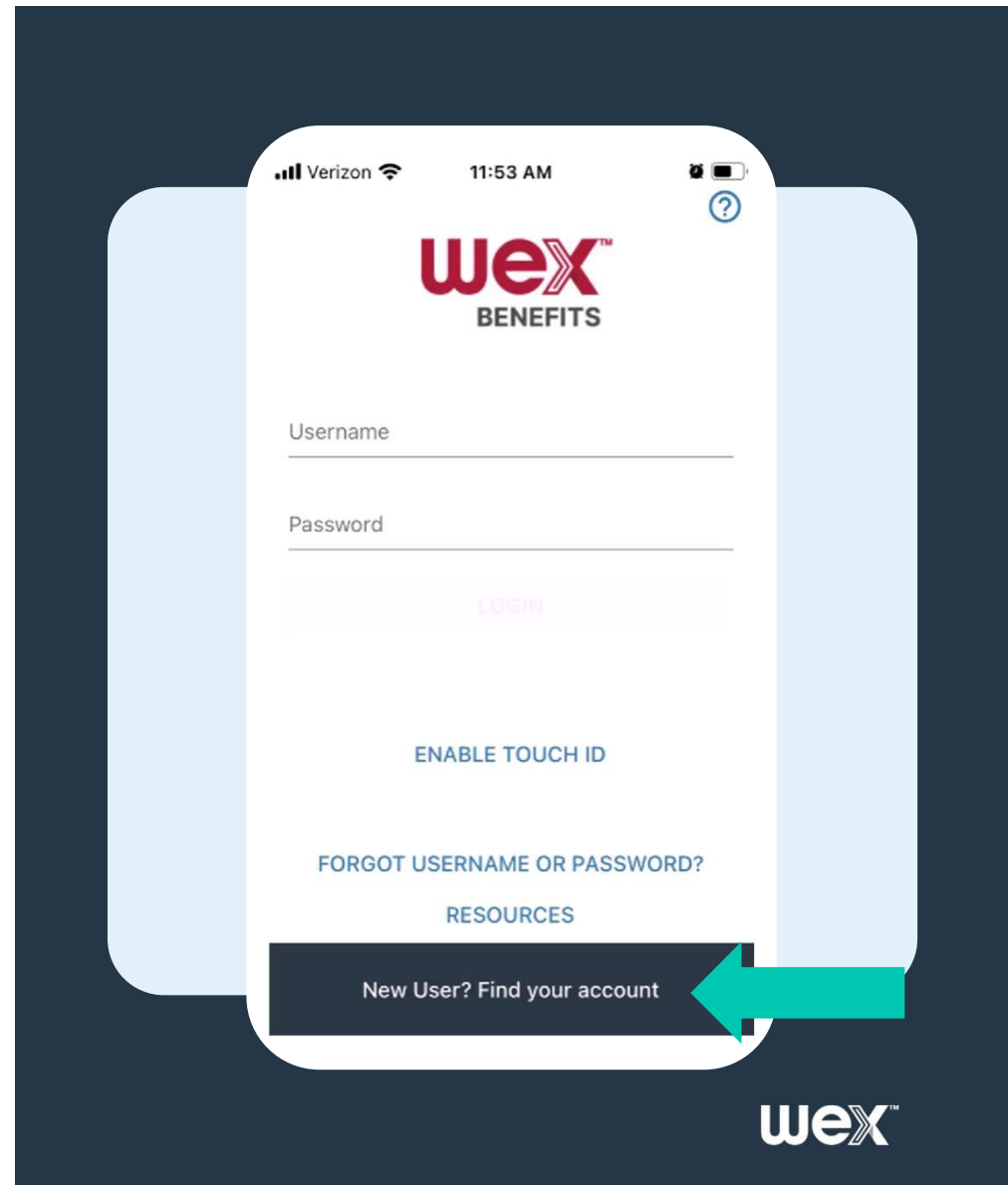
- 1 Download the app from your phone's online store



> How to set up your WEX benefits mobile app

2 Select “New User? Find your account”

- Must have an email address on file



> How to set up your WEX benefits mobile app

3 Complete required fields

- Select “Next”

The screenshot shows a mobile app interface for identity verification. The title is "Complete the information below to verify your identity." with a "*Required" note. The form includes the following fields:

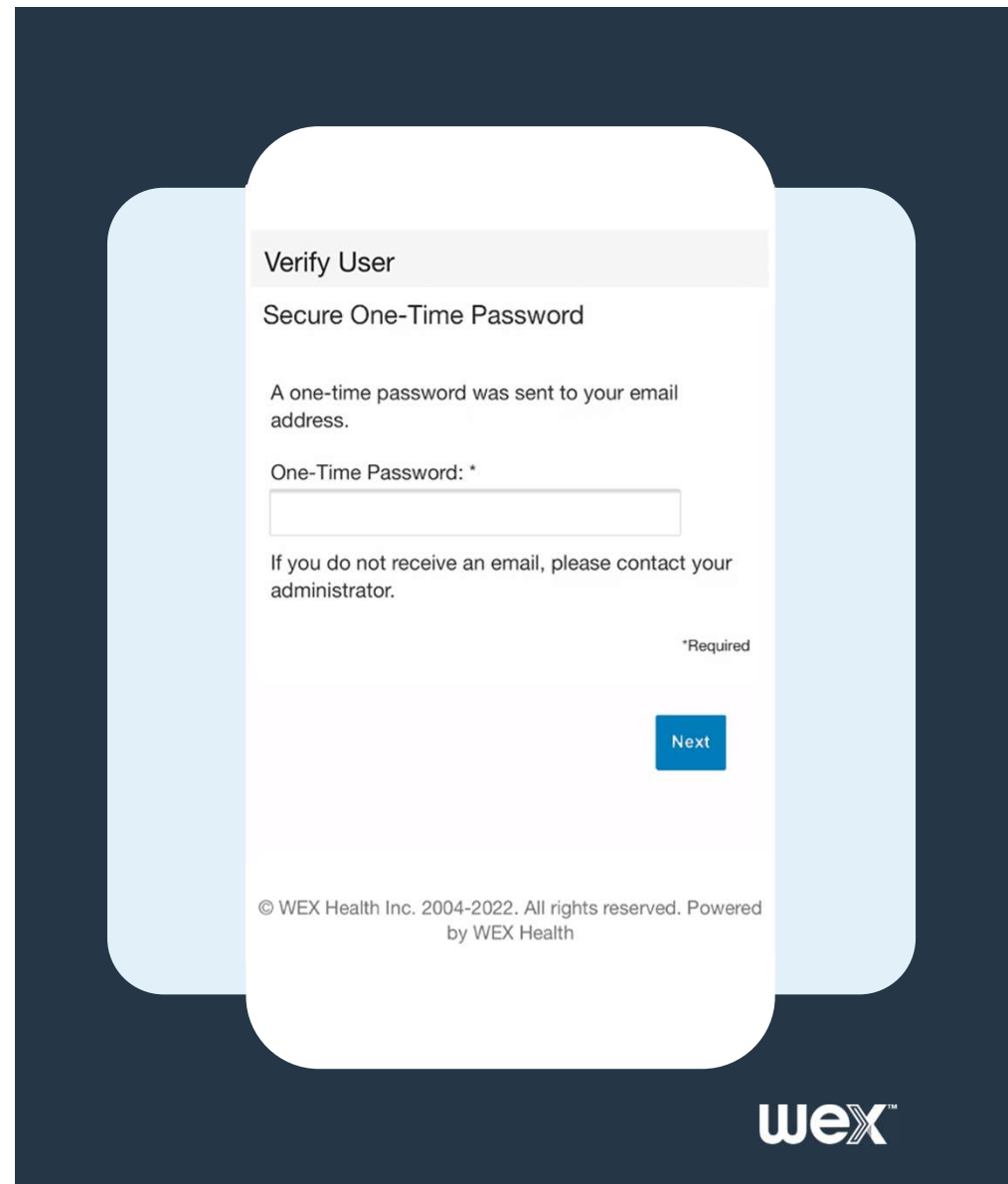
- First Name*: Jenny
- Last Name*: Sample
- Zip Code*: 00000
- Identification Number (select one):
 - SSN*: 000 - 00 - 0000
 - OR
 - Employee ID*: [Empty field]

At the bottom, there are "Cancel" and "Next" buttons.

> How to set up your WEX benefits mobile app

4 Enter the temporary password in the required field

- Select “Next”



5 Set up security questions in the required fields

- Select “Next”

The screenshot shows a mobile app interface for setting up security questions. The title is "Security Questions". Below the title is a paragraph: "Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer a question to complete sensitive actions within the portal such as resetting a forgotten password." Below this is a "*Required" label and a "View All" checkbox. There are five question entries, each with a "View" checkbox and an asterisk. The questions are: "What is the first name of your first grade teacher?", "What is the last name of your first boyfriend or girlfriend?", "What is the name of the band you liked most during college?", and "What is the name of the college you went to?". Each question has a text input field and a password field (masked with asterisks). A blue "Next" button is located at the bottom right of the form.

Security Questions

Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer a question to complete sensitive actions within the portal such as resetting a forgotten password.

*Required

View All

Select a question *

View

What is the first name of your first grade teacher? *

View

What is the last name of your first boyfriend or girlfriend? *

View

What is the name of the band you liked most during college? *

View

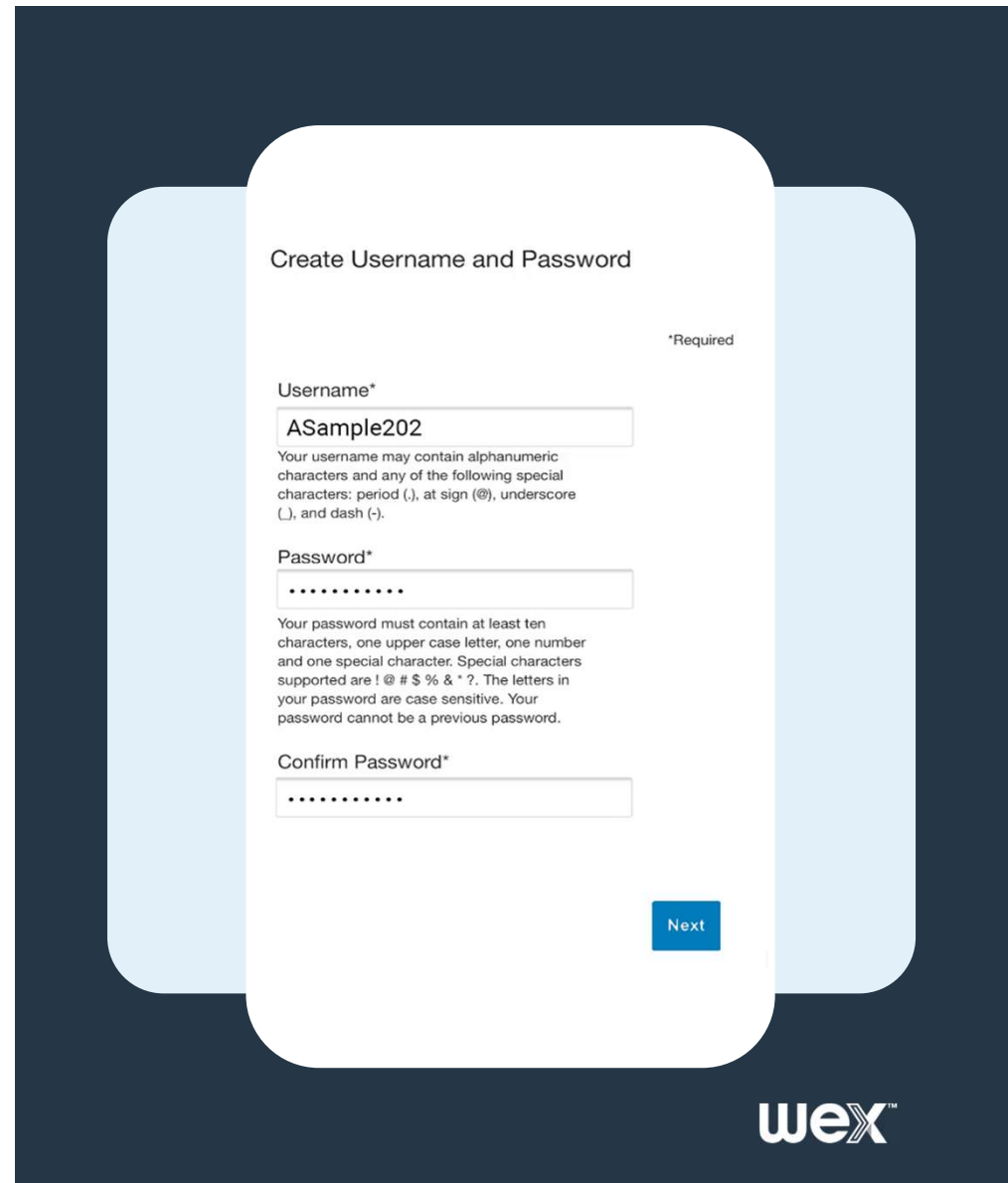
What is the name of the college you went to? *

View

Next

6 Enter desired username and password in the required fields

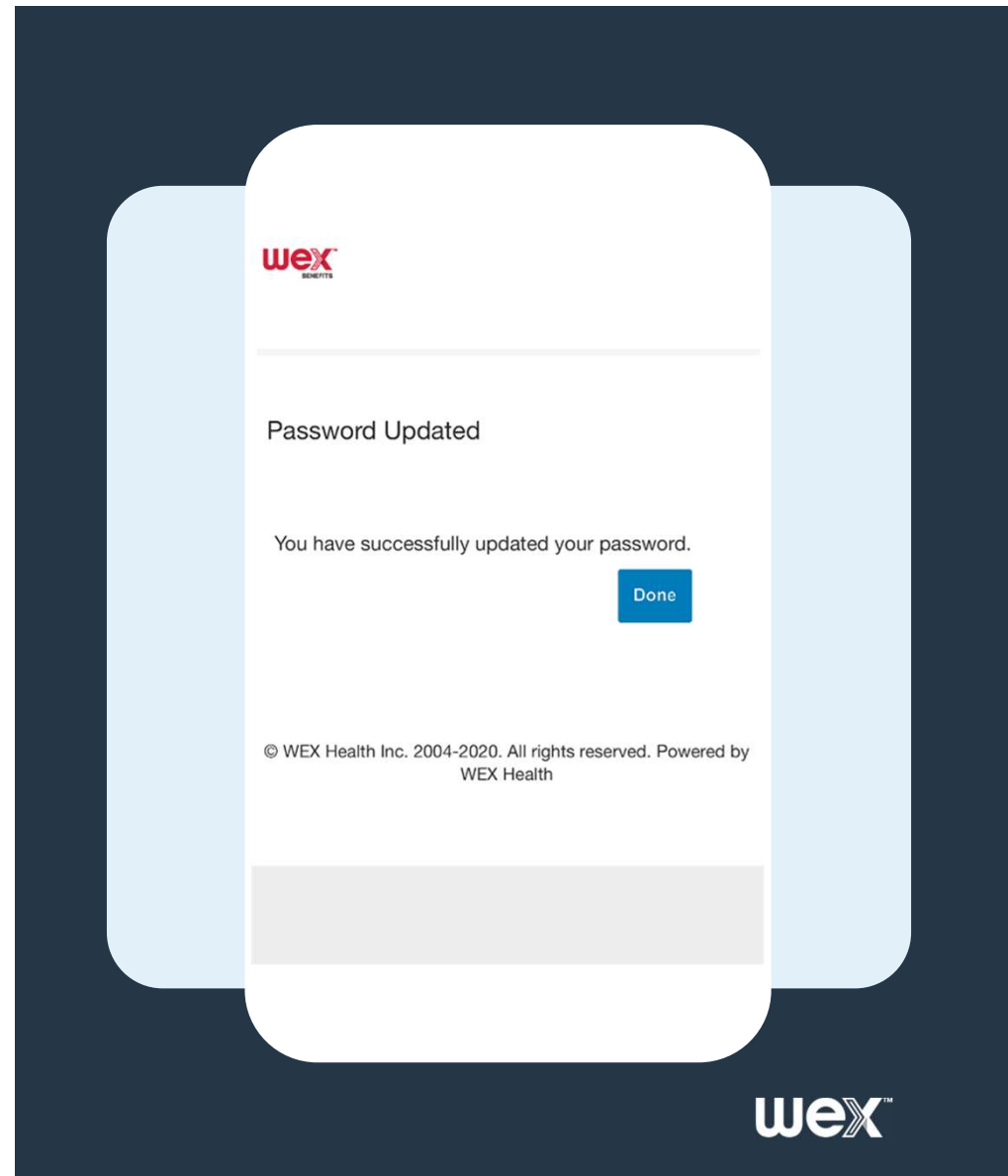
- Select “Next”



> How to set up your WEX benefits mobile app

7 You'll receive a confirmation message

- Select "Done"





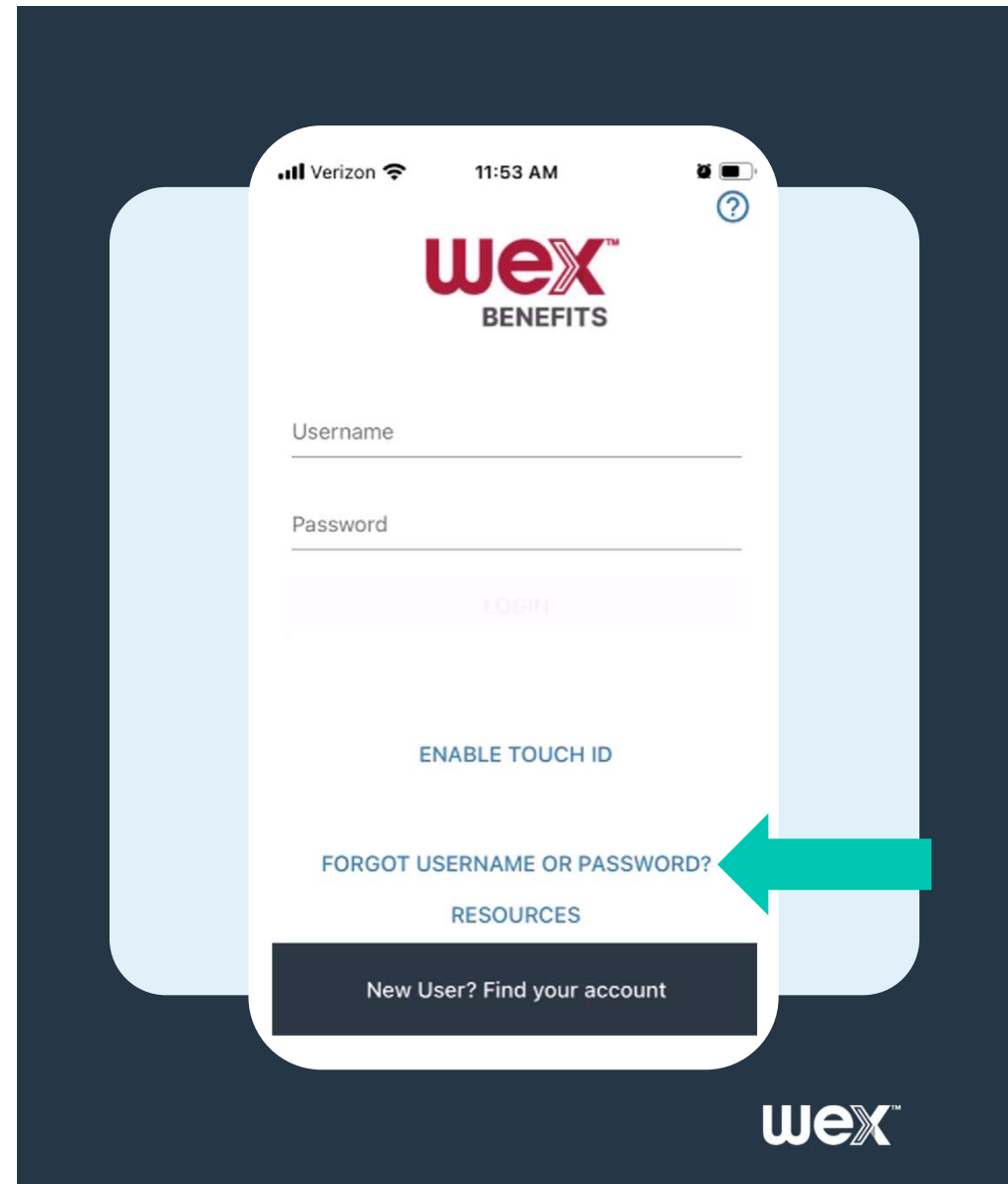
How to reset your username and password in the mobile app

Proprietary & Confidential



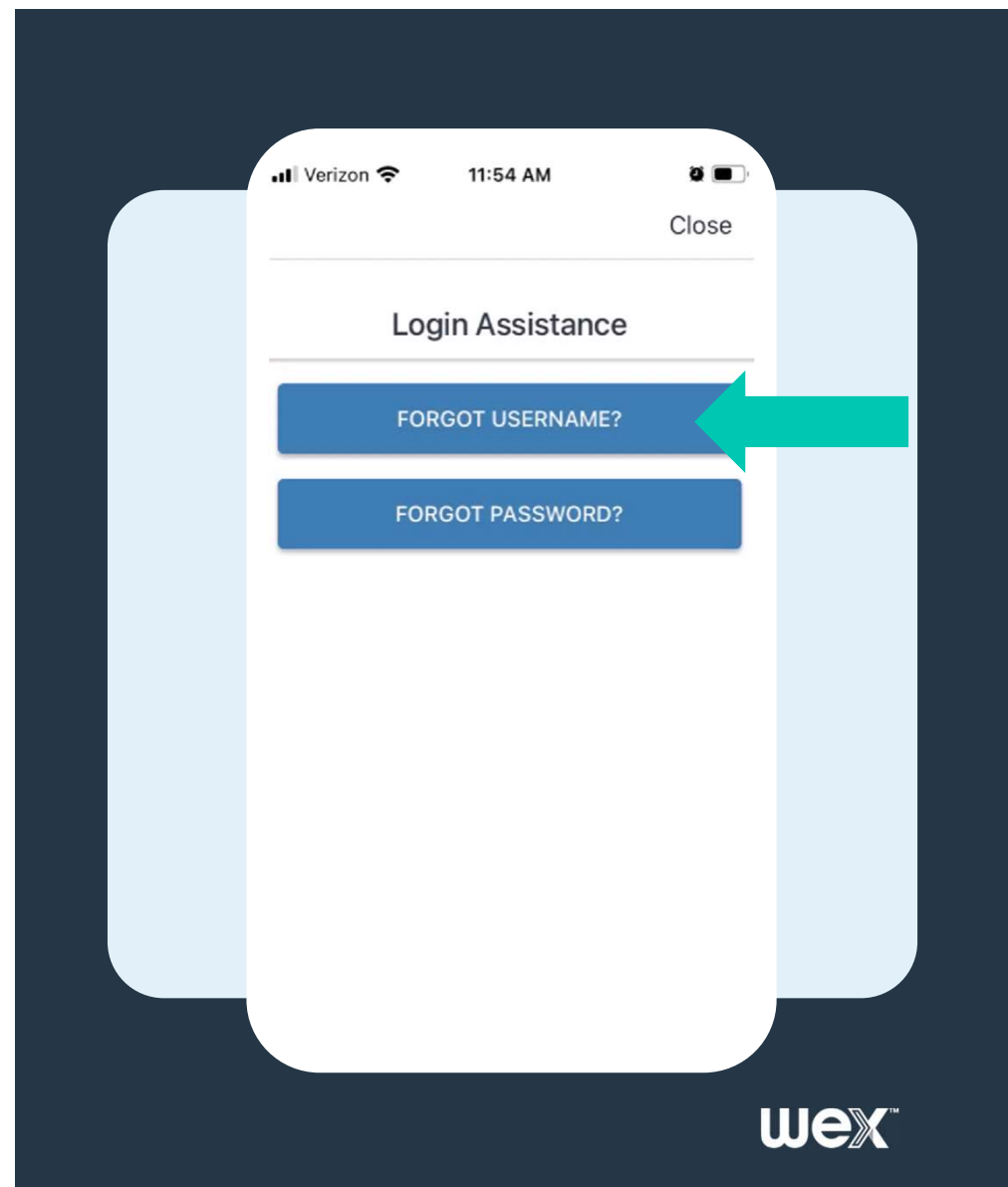
> How to reset your username in the WEX Benefits mobile app

1 Select “Forgot Username or Password?”



> How to reset your username in the WEX Benefits mobile app

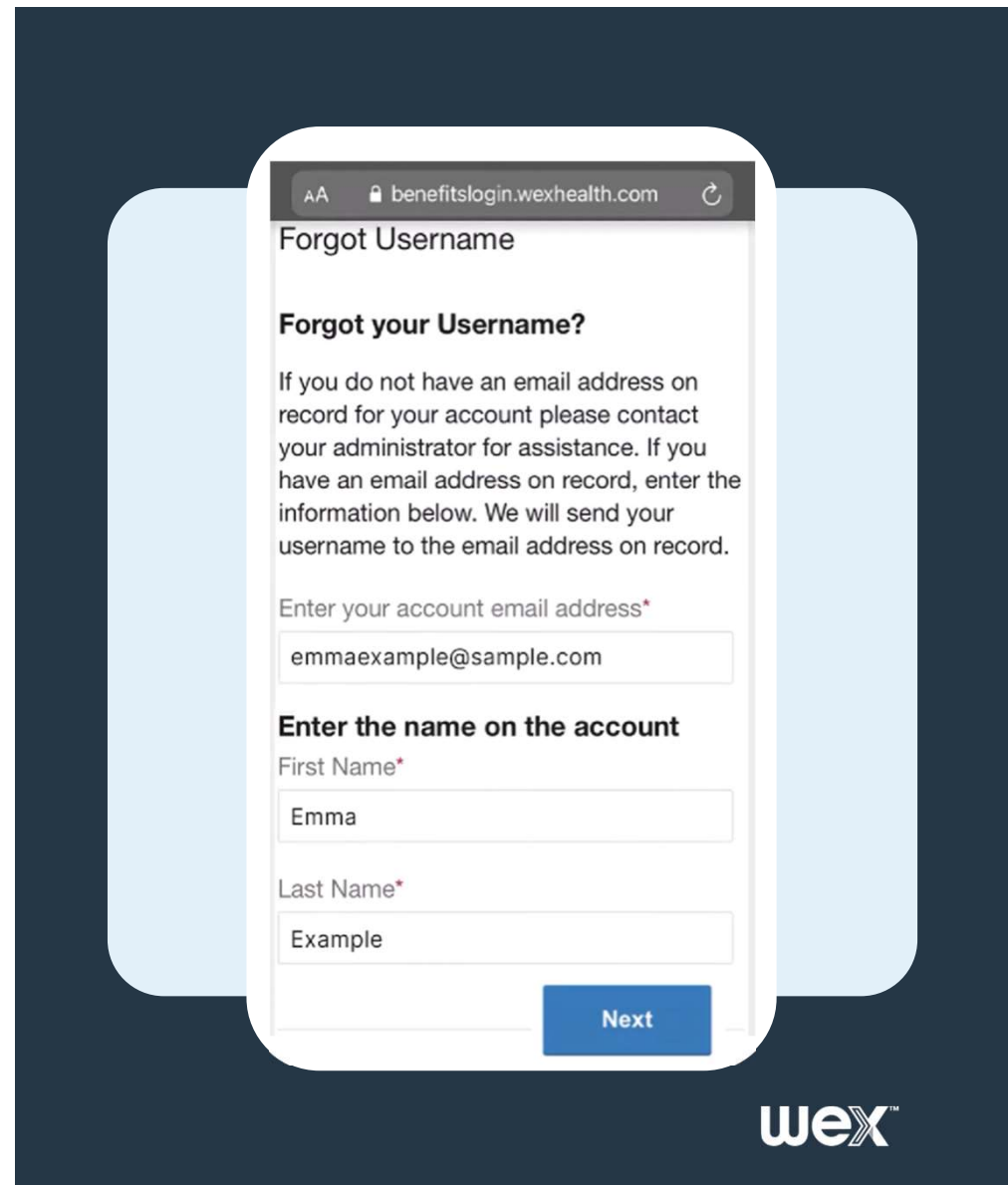
2 Select “Forgot Username?”



➤ How to reset your username in the WEX Benefits mobile app

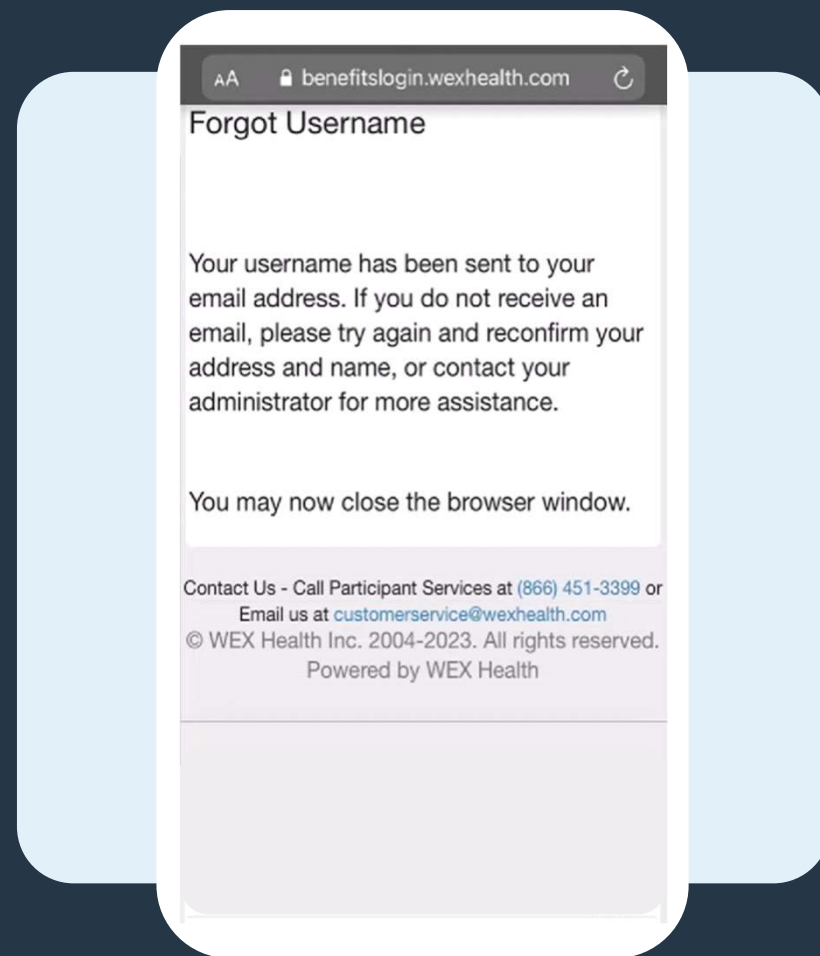
3 Provide email address and full name

- Select “Next”



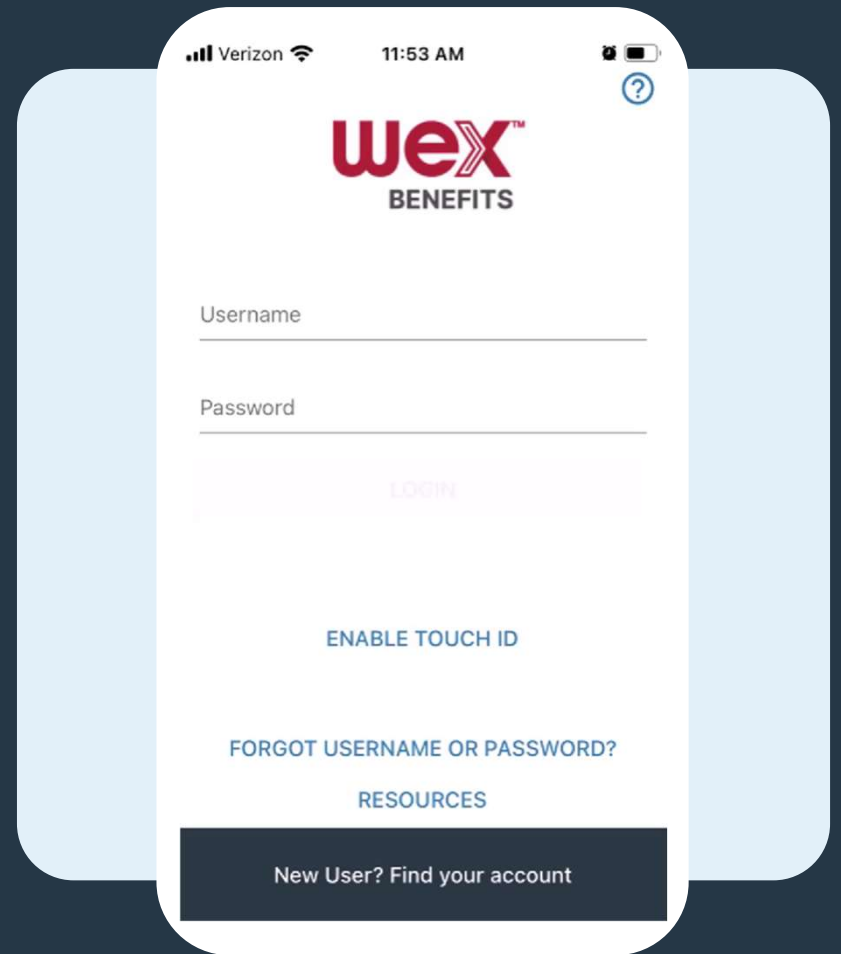
➤ How to reset your username in the WEX Benefits mobile app

4 Retrieve your username from the email and reopen the app



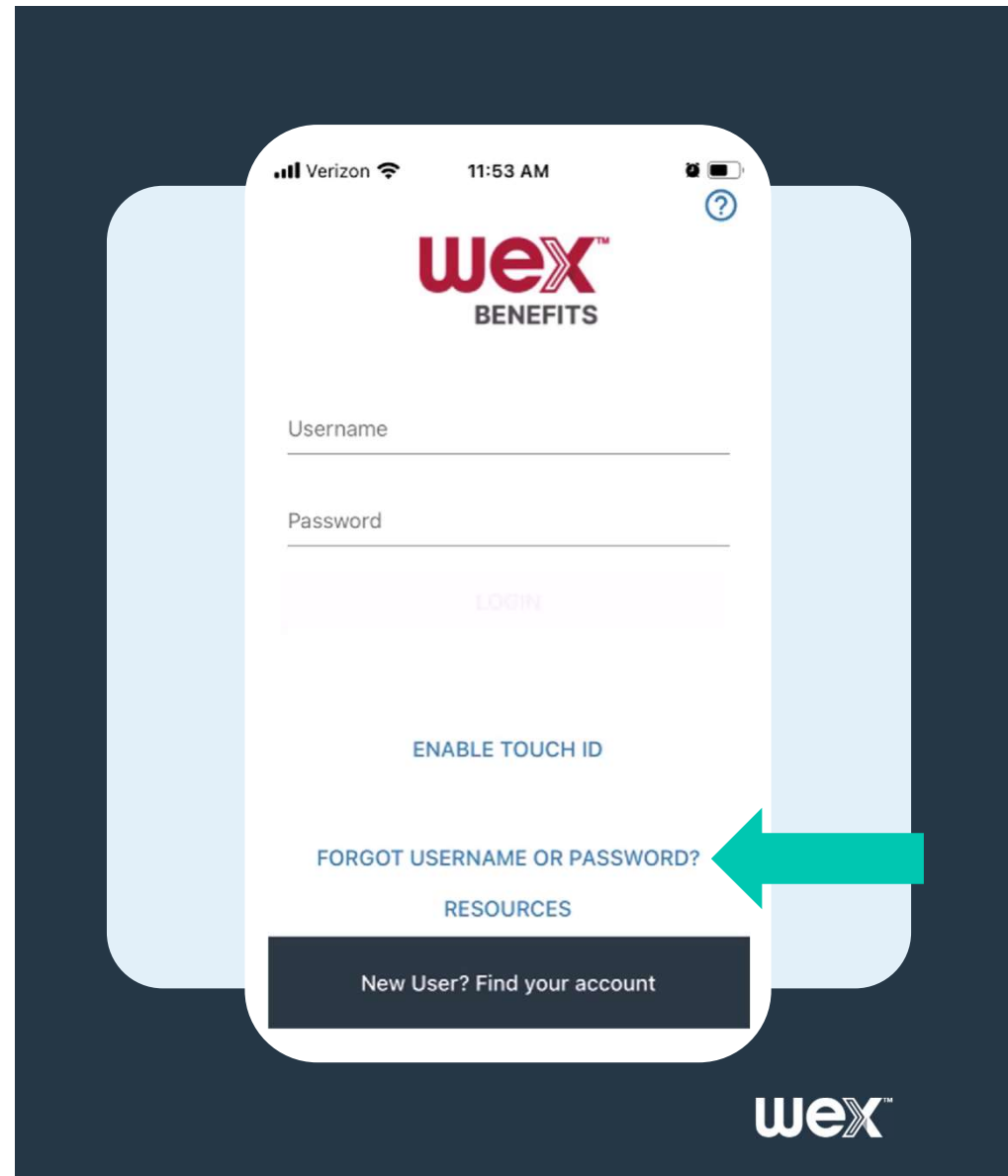
> How to reset your username in the WEX Benefits mobile app

5 Use the username retrieved from your email to log in



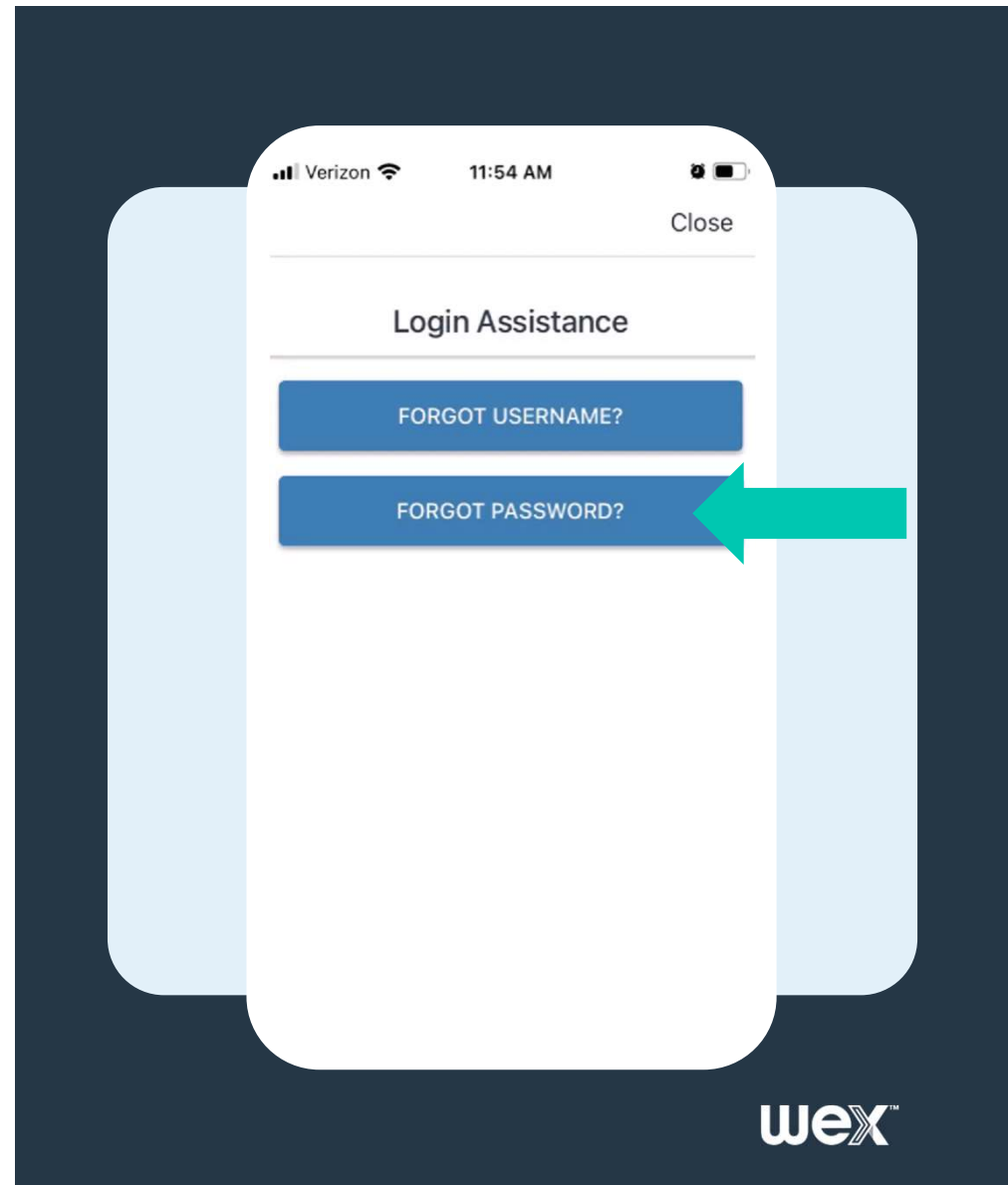
> How to reset your username in the WEX Benefits mobile app

6 Select “Forgot Username or Password?”



> How to reset your username in the WEX Benefits mobile app

7 Select “Forgot Password?”



➤ How to reset your username in the WEX Benefits mobile app

8 Provide username and email address

- Select “Next”

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wex

Request Password Reset

Enter your username and email address. If the provided username and email address are on file you will receive an email with instructions.

Username*

Enter your account email address*

*Required

Next

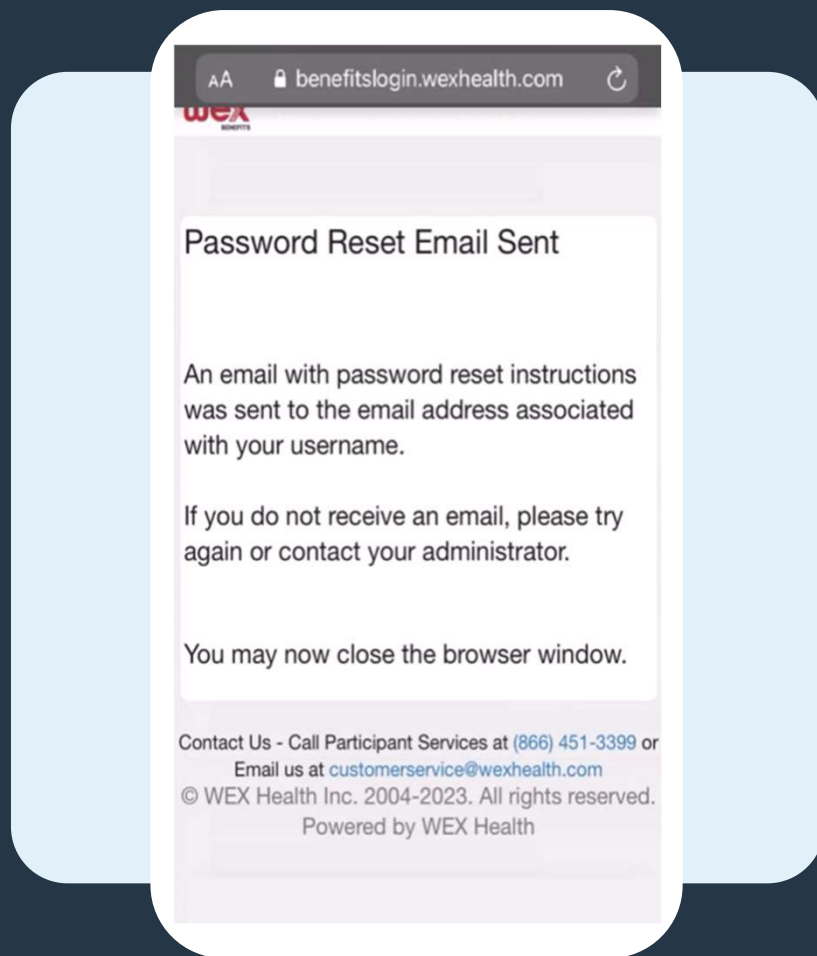
Desktop version



How to reset your username in the WEX Benefits mobile app

9

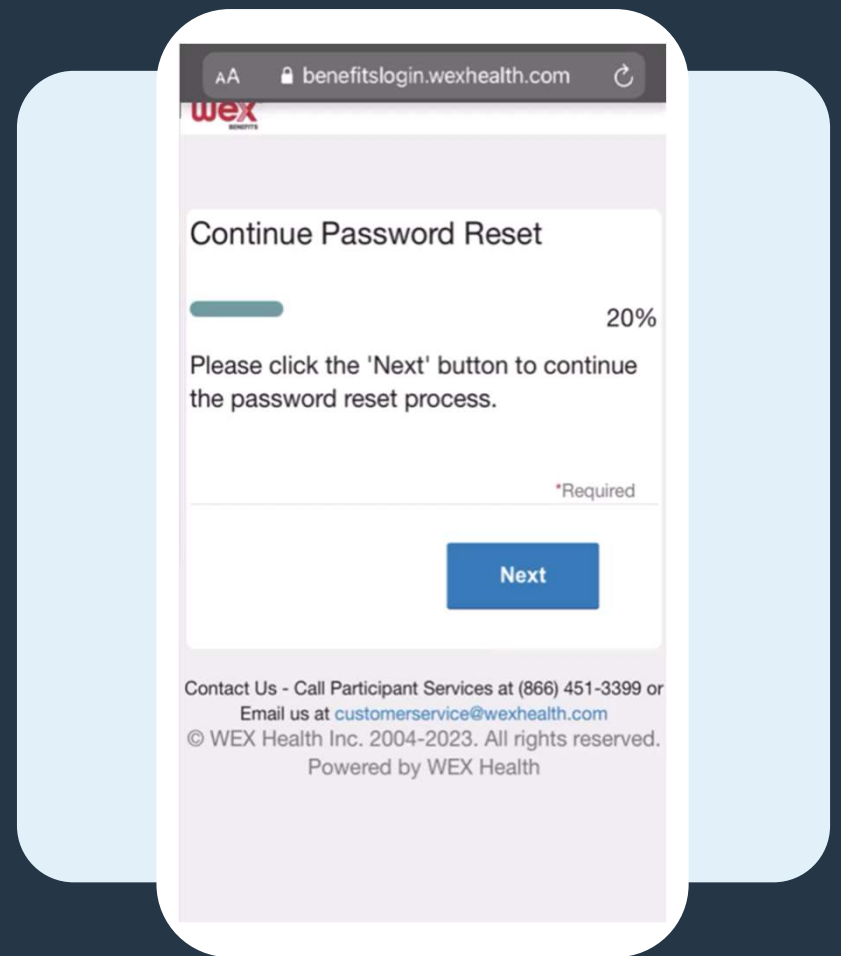
Check your email and select the password reset link



➤ How to reset your username in the WEX Benefits mobile app

10 Follow the link to continue the reset

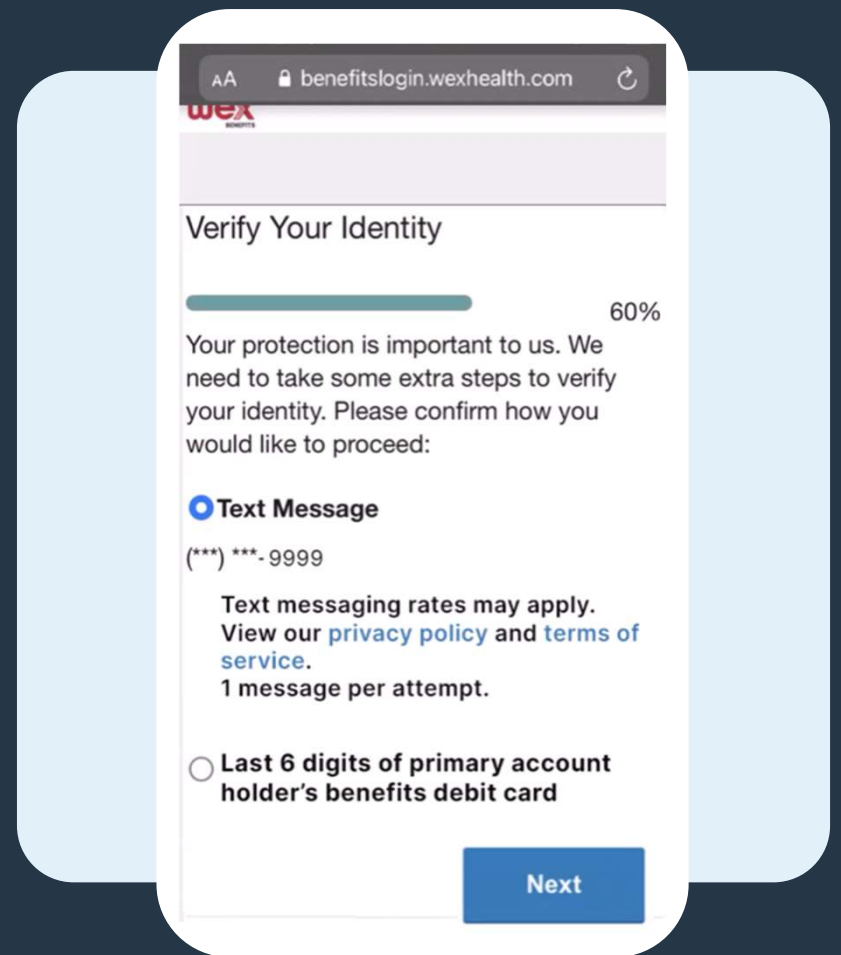
- Select “Next”



> How to reset your username in the WEX Benefits mobile app

11 Verify your identity by text message or last

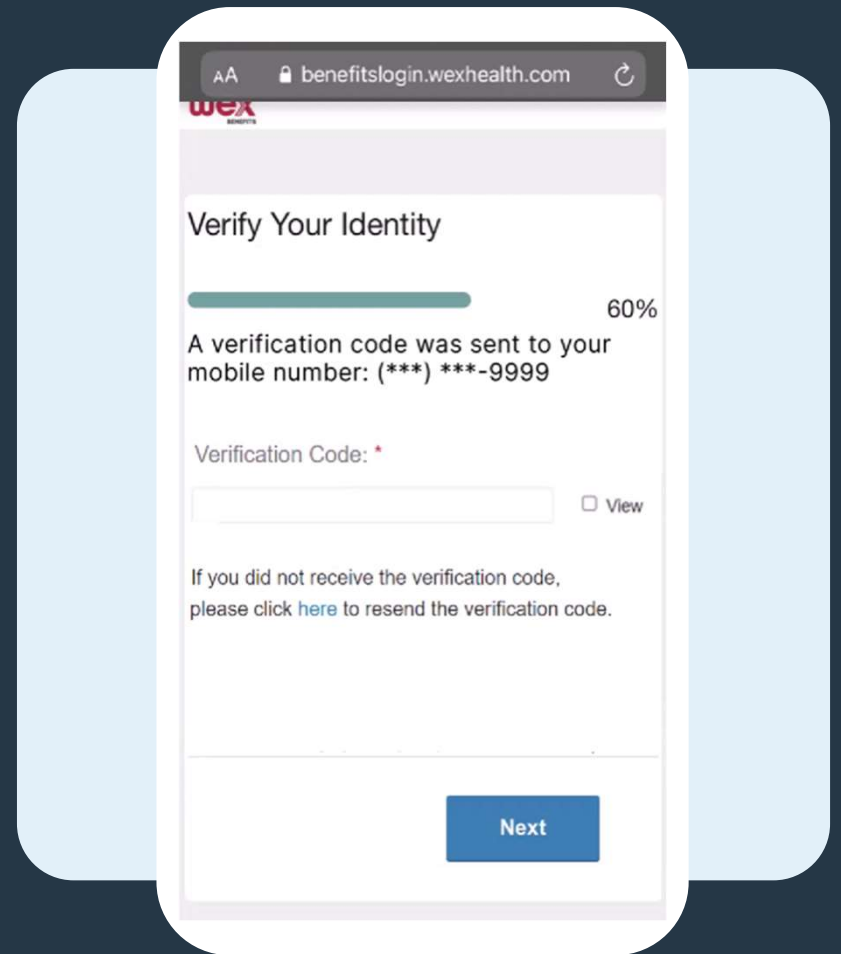
- Select “Next”



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12 Enter the appropriate information

- Select “Next”



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Verify Your Identity

60%

A verification code was sent to your mobile number: (**) ***-9999

Verification Code: *

 View

➤ How to reset your username in the WEX Benefits mobile app

13 Enter and confirm your new password

- Select “Next”

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Update Password

80%

New Password*

••••••••

Your password must contain at least ten characters, one upper case letter, one number and one special character. Special characters supported are ! @ # \$ % & * ? . The letters in your password are case sensitive. Your password cannot be a previous password.

Confirm Password*

••••••••

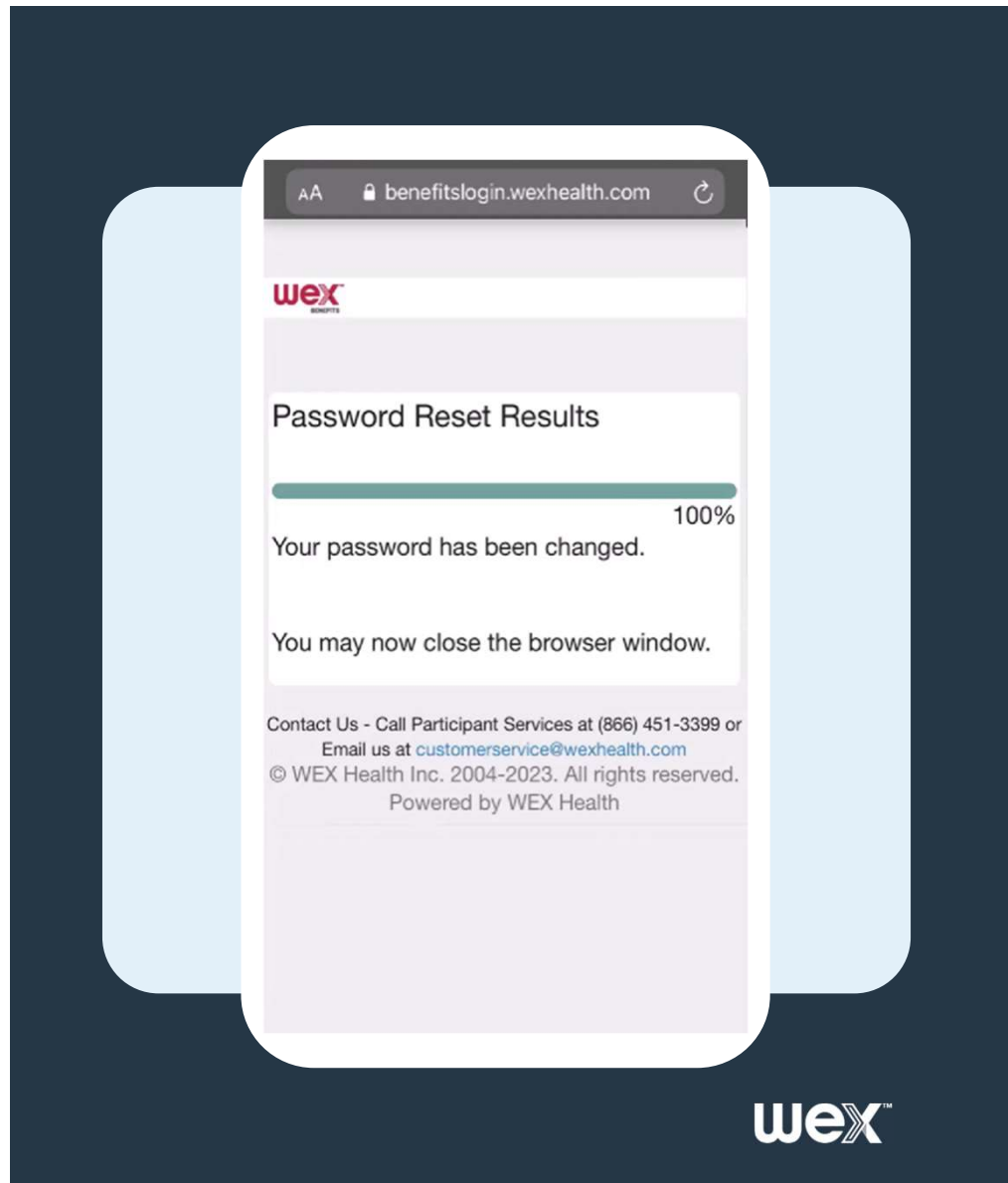
*Required

Next

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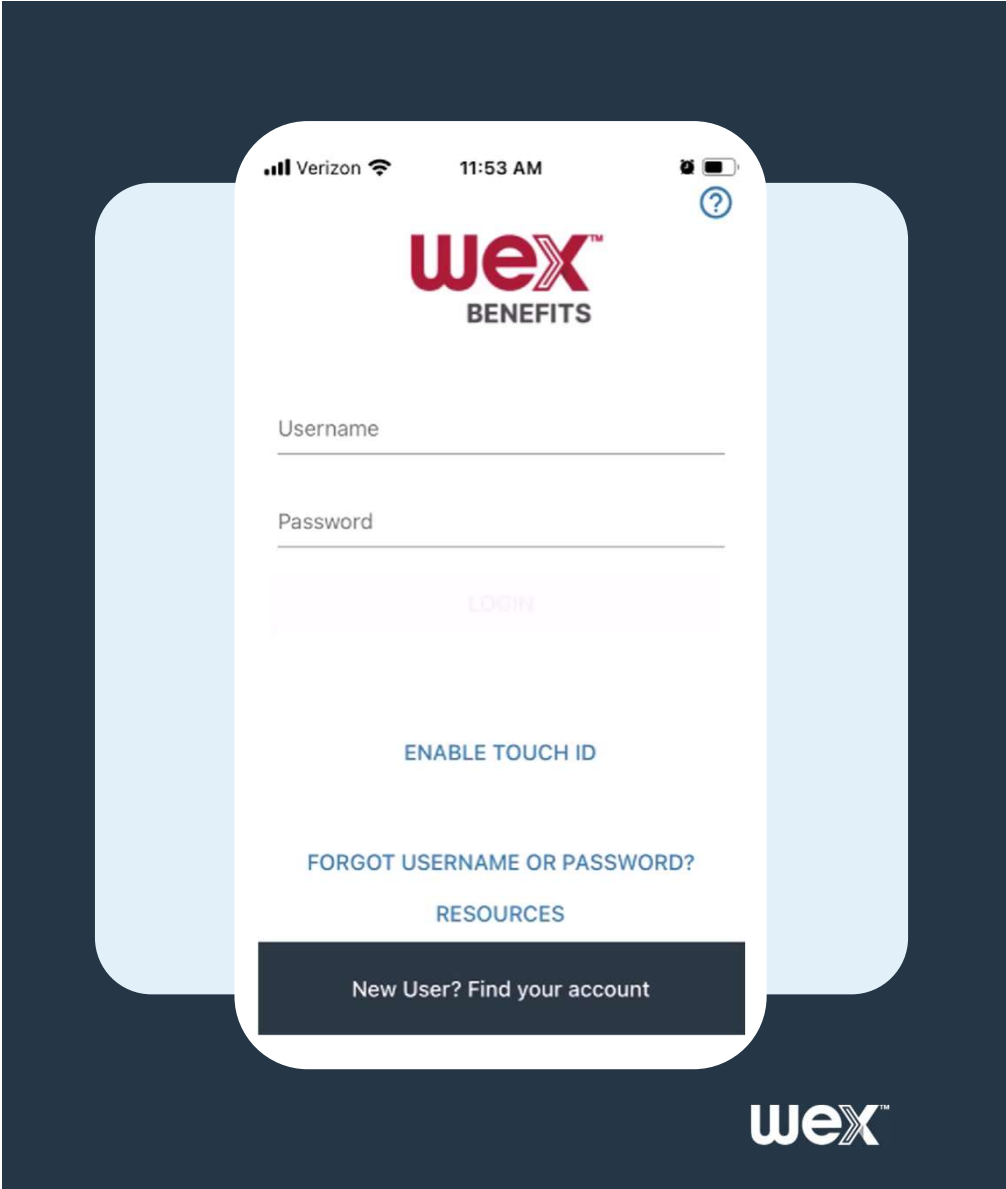
➤ How to reset your username in the WEX Benefits mobile app

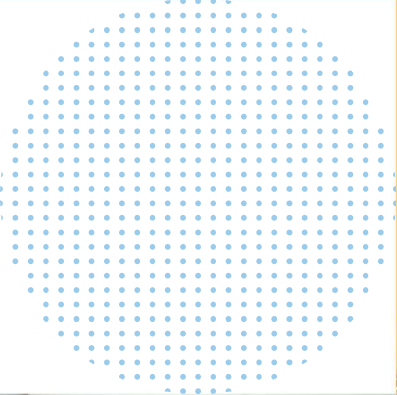
14 You'll receive confirmation the password is updated



> How to reset your username in the WEX Benefits mobile app

15 Log in using your new password





How to Access WEX Knowledgebase

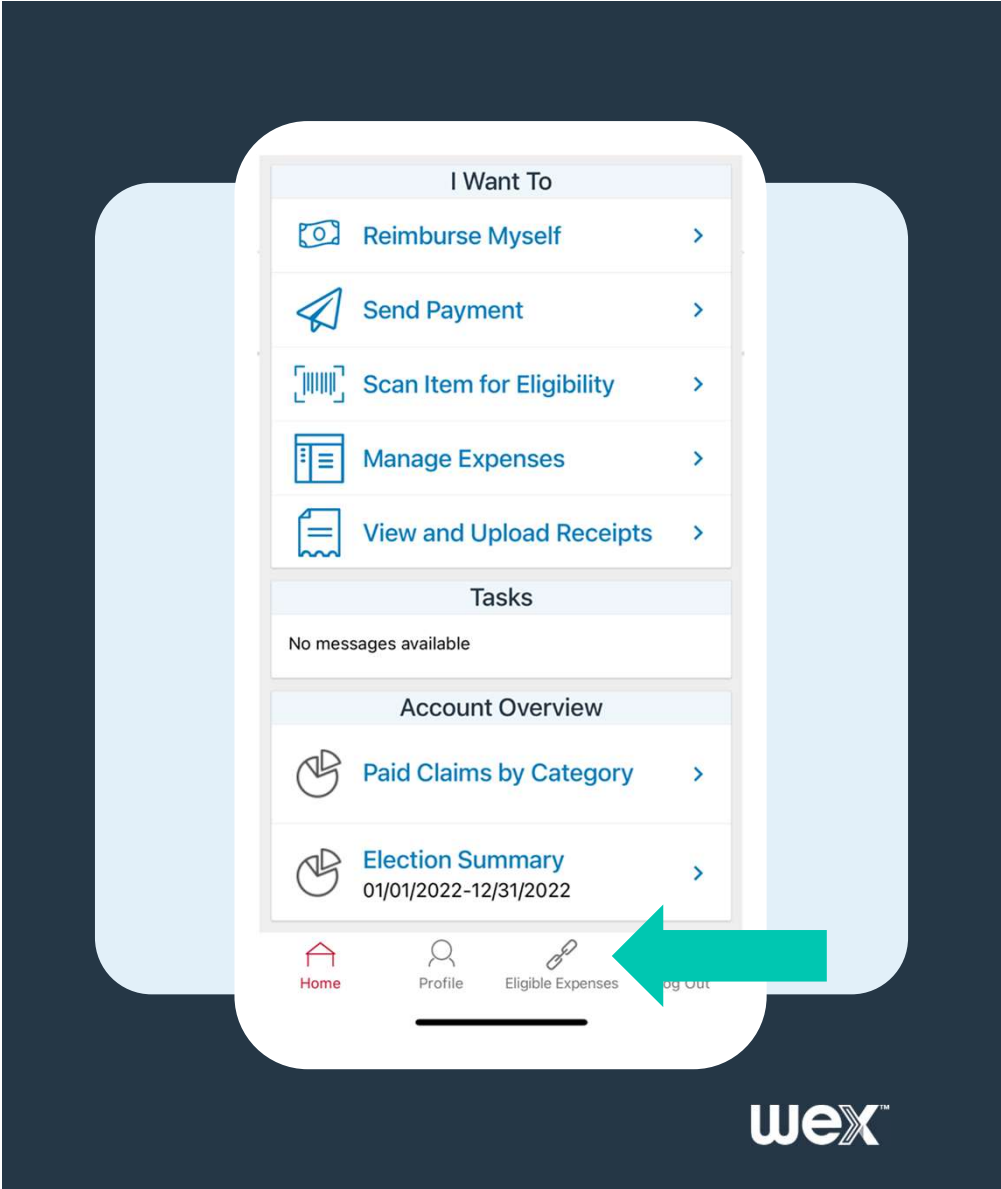
from your mobile or online account

Proprietary & Confidential



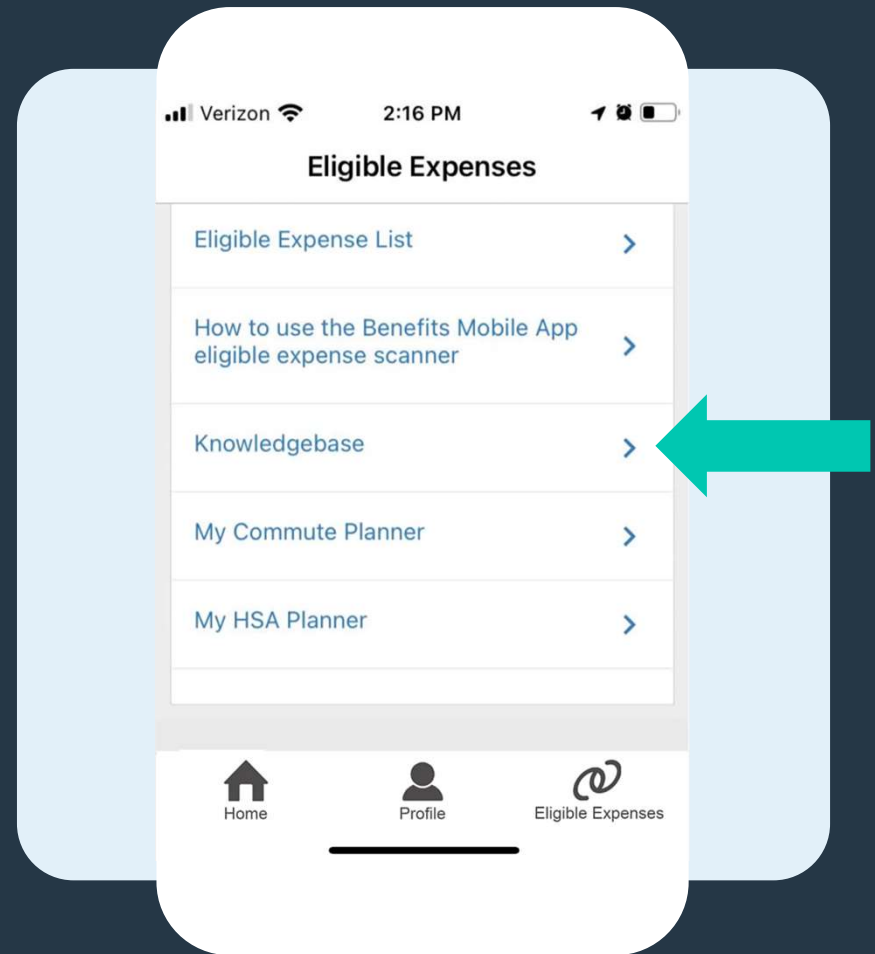
➤ How to access the Knowledgebase in WEX benefits mobile app

1 Select “Eligible Expenses”



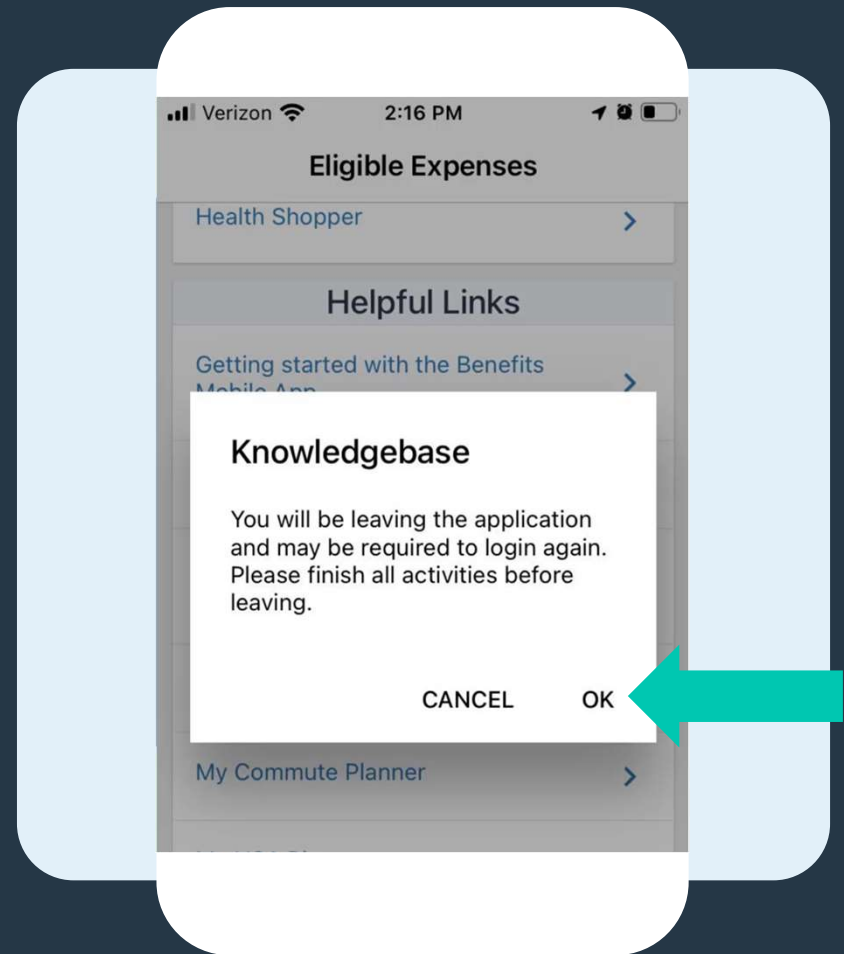
➤ How to access the Knowledgebase in WEX benefits mobile app

2 Select “Knowledgebase”



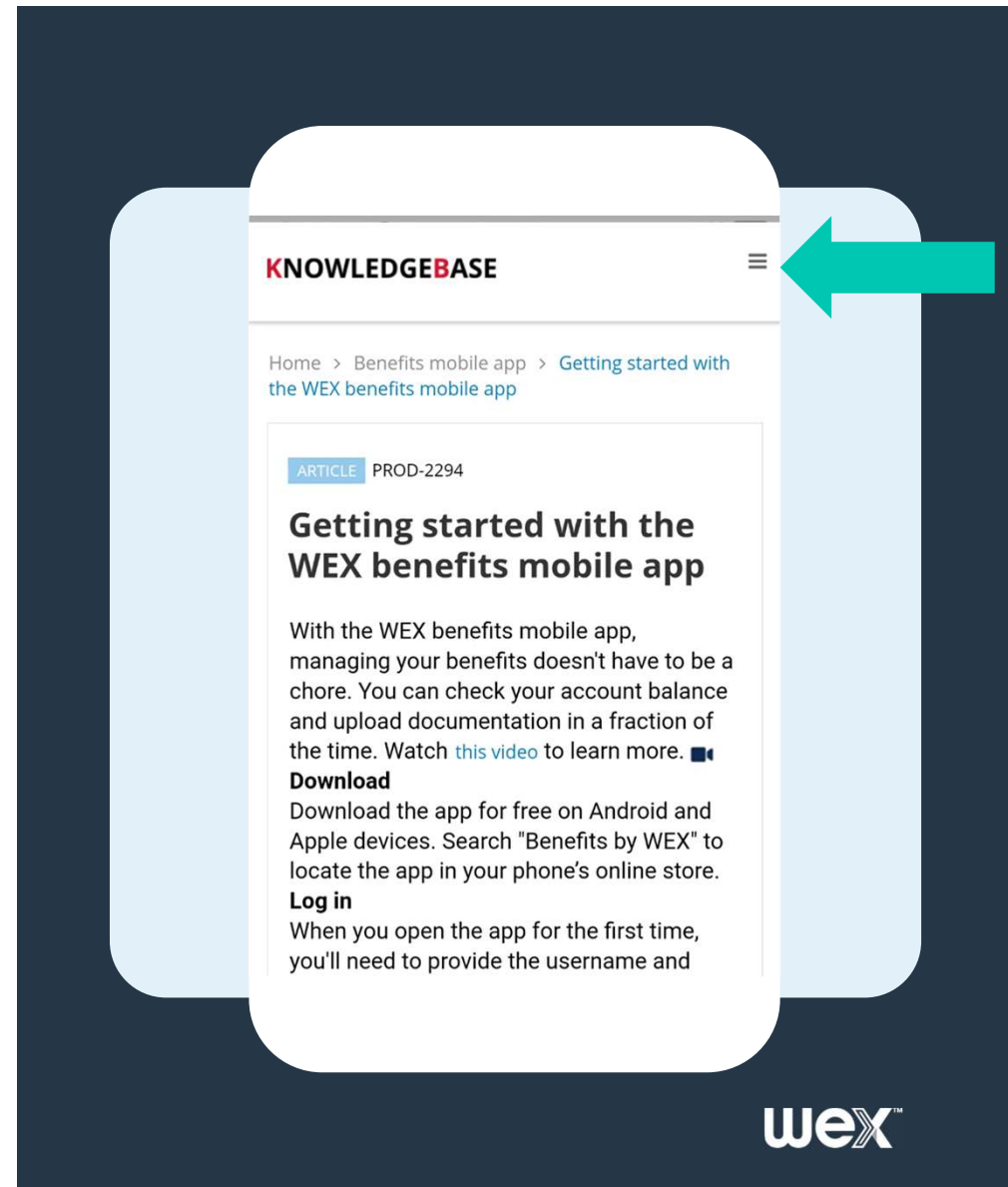
➤ How to access the Knowledgebase in WEX benefits mobile app

3 Select "OK"

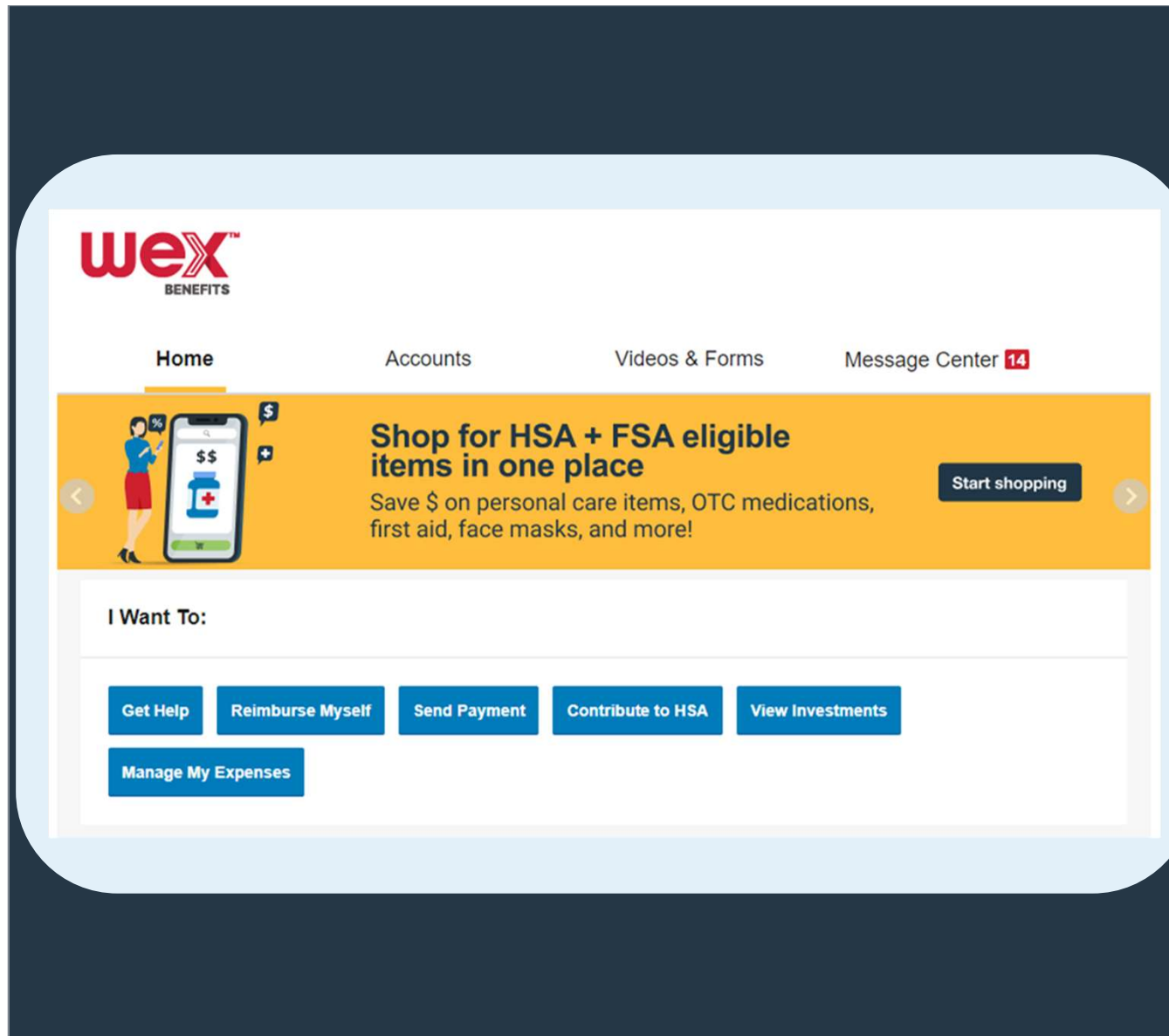


➤ How to access the Knowledgebase in WEX benefits mobile app

4 Select “Menu” icon to browse



How to access
Knowledgebase in
your online account



> How to access the Knowledgebase in your online account

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Shop for HSA + FSA eligible items in one place
Start shopping

Save \$ on personal care items, OTC medications, first aid, face masks, and more!

I Want To:

Get Help Reimburse Myself Send Payment Contribute to HSA View Investments

Manage My Expenses



How to access the Knowledgebase in your online account

KNOWLEDGEBASE

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How to access the Knowledgebase in your online account

KNOWLEDGEBASE

Home > WEX benefits card > Common reasons for WEX benefits card declines

ARTICLE PROD-2243

Common reasons for WEX benefits card declines

This article explains the common reasons for WEX benefits card declines. Watch [this video](#) to learn more. 🎬

Note: For more information about declines specific to dependent care flexible spending accounts (dependent care FSAs), see [Pay with your benefits debit card using funds from your dependent care FSA](#).

Ineligible expenses

Per IRS regulations, you must spend your funds on eligible expenses because benefits plans are funded with pre-tax dollars. See [Eligible expenses for benefits plans](#) for more information.

Scenario	Resolution
You use your benefits card to purchase one or more items not eligible under your plan.	The transaction will be declined. See Understanding WEX benefits card auto-approval for more information.

Over-the-counter (OTC) medications

Effective 1/1/2020, the IRS no longer requires prescriptions for OTC medications.

Scenario	Resolution
You attempt to use your WEX benefits card to purchase an OTC medication and the transaction is declined.	The merchant may still be in the process of updating its system. You can pay for the medication out of pocket and file a claim for reimbursement along with a copy of your

Related Articles

- [Common reasons for WEX benefits card suspensions](#)
- [Fraudulent or disputed WEX benefits card charges](#)
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Question

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How to access the Knowledgebase in your online account

KNOWLEDGEBASE

Home > WEX benefits card > Common reasons for WEX benefits card declines

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