



Dear Valued Customers and Partners,

With the ongoing concerns about the Coronavirus COVID-19, WEX has taken a number of precautionary measures to minimize the risk to the health and safety of our customers, partners and colleagues. We wanted to reach out and share a few of the ways we are here to serve you, our customers and partners, during this time:

First and foremost, the health and well-being of each and every one of our employees, customers and partners remains top of mind and our highest priority.

- WEX employees have been encouraged to work from home if they are able, with the goal of lowering the probability of the spread of the COVID-19 virus in our WEX communities. The work from home transition has already begun with the goal of having all employees fully transitioned by Friday, March 20, and we will keep you apprised of any changes.
- We are strongly encouraging virtual meetings, and will work closely with you to keep the lines of communication open.
- Although this will change how we work in the short term, we are committed to continuing to provide you with the exceptional service and support you expect from WEX.

We strongly encourage you to continue to use our digital tools and other resources to access and manage your account(s) 24/7. You can access your account(s) online and/or by using our mobile apps at your convenience. From there, you can view transactions, manage cards or policies, find fueling locations, check balances, make payments, and more. It's easier and faster (in most cases) to manage your account digitally.

We will continue to closely monitor the situation and evaluate additional measures to support our customers, partners and communities as needs arise. These are challenging times, and this is a moment where humanity matters most. As your partner, we will work through this together. Please let us know what additional support we can provide.

For additional information about COVID-19, visit the [Centers for Disease Control and Prevention](#) or the [World Health Organization](#).