



WEX ROADSIDE

We're there when you need help.



Fleet Services

FLEET ROAD SERVICE

1-866-329-3471

AVAILABLE 24 HOURS A DAY

SERVICE REQUESTS PROCESS

- Call Toll Free for WEX Roadside (866) 329-3471 and the auto attendant will prompt you to select your WEX affiliation to ensure proper handling of your service request.
- A NAC Service Coordinator will obtain all necessary information to have the service dispatched to the nearest qualified service provider.
- The WEX customer will be updated via phone or text message if anything has changed from the original information provided.
- An automated follow up call will be placed to confirm that the service provider has arrived. If there are any problems at this time the caller can prompt back to the Roadside Service center for assistance.
- In order to ensure quality service the customer will be asked to participate in a short survey about their experience using the NAC Roadside Service.

BE PREPARED TO PROVIDE:

- Your Name
- Company Name
- Vehicle Description
- Driver ID/Prompt ID #
- WEX Card #
- Contact Phone Number
- Location of the Disablement
- Nature of the Disablement
- Tow Destination

If your vehicle starts before service operator arrives, please call immediately and cancel your request.

EXTREME WEATHER CONDITIONS

Service delays are sometimes unavoidable due to heavy demand during extreme weather conditions.

Your personal safety is our concern too.

Should your vehicle become disabled in an area where you feel uncomfortable about your personal safety, please make every attempt to find a more secure location from which to call the toll-free number for road service assistance. If you feel that you are in immediate danger, dial 911 immediately.

If possible, stay with the vehicle until service arrives.

If the vehicle is to be towed unattended, please leave the keys with the vehicle.



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ROADSIDE ASSISTANCE FAQ

Q: What are the charges for Roadside services?

The costs per service incident can range, depending on the incident and location of the service. The average Base Service costs are:

- Passenger/Light Duty per incident from \$65.00 to \$120.00/hr.
- Medium Duty per incident from \$85.00 to \$165.00/hr.
- Heavy Duty per incident from \$165.00 to \$275.00/hr.

Q: Do I need to enroll to use the National Automobile Club (NAC) roadside assistance program?

You do not need to enroll your account, but you will need to make sure the Purchase Controls on individual cards are set up to allow Roadside purchases. You can add the Roadside option to both Fuel Only and Custom Control Cards.

Q: Can I set a dollar or transaction limit on my fleet card for Roadside Service?

No, all service cost limits are handled by the driver and their supervisor. Service requests outside typical and reasonable parameters (including excessive tow miles and high costs dependent on vehicle class) are flagged and require additional review. In extreme cases, NAC may ask the driver to seek explicit approval from their supervisor prior to dispatching service.

Q: How will my drivers know where to call for assistance?

To keep the NAC phone number handy, go to Roadside Service and print the Roadside program contact cards.

Q: How does my driver pay for the service?

NAC will bill all charges to the WEX Fleet Card. If the WEX Fleet Card is not available at the time of service, they will need to obtain the account number, the card number, driver identification number and expiration date from their supervisor in order for NAC to provide service. (Exception – Lockout Service The driver will be required to provide a Supervisor or Fleet Managers name and phone number and will be asked to call NAC when the vehicle has been unlocked to provide the card number.

Q: What information will my drivers be asked to provide when they call NAC for service?

When drivers call the WEX dedicated toll free number they will be asked to provide the WEX account number, card number, driver identification number, and card expiration date. The NAC dispatcher will then ask for year, make, model and color of the vehicle, vehicle license number and odometer, contact phone number and the nature of the breakdown, location information and when requesting tow service the tow destination.

Q: If my vehicle needs work after it is towed to a location, what is the authorization process?

Once the vehicle arrives at a location, the NAC transaction ends. Any services you request from the location need to be authorized as a separate transaction on your card and would be subject to any parts and service purchase controls you may have set.

Q: How will NAC charges appear on my invoice and in my reporting?

Roadside charges will appear in the "Non-fuel" section of your Vehicle Analysis Report with NAC listed as the brand.

Q: How quickly will these charges appear on my account?

It could take up to 30 to 45 days, or up to 2 billing cycles to see Roadside Assistance charges on your account.

Q: Will I be charged a fee if my driver is able to get the vehicle back on the road before the provider arrives to service the vehicle?

If your driver calls back and cancels the service before a provider is dispatched, there will be no charge.

Q: What if I already have arrangements for roadside services?

If you already have roadside services as part of a vehicle's warranty coverage or a contract with another provider, you still might want to select the Roadside Assistance option as an alternative in cases of emergency or for service when your manufacturer's coverage expires. You will need to communicate to your drivers that they should contact their primary roadside assistance provider first, since we will not be able to reimburse you if a driver contacts NAC in error.

Q: What if I want to have the vehicle towed to a service location of my choice?

If the vehicle needs to be towed, NAC will coordinate towing the vehicle to the service location your driver provides to the NAC dispatcher.

Q: How long will it take for the tow service to respond?

On average, a very high percentage of services are completed within 60 minutes. Factors that can affect response times are time of day, weather, traffic, severity of the disablement and the distance of the tow.

*Rates can vary based on the nature of the service problem, towing distance and length of time for service.