

## FUEL & ROADSIDE ASSISTANCE PROGRAM

### Fuel Cards

Each vehicle should have a designated fuel card. It can easily be linked to the vehicle by the Vehicle ID# on the front, which is the last 8-digits of the vehicle's VIN.

Refueling requires the driver to input his ID#, which identifies who is fueling the vehicle, and the odometer reading, which is used in providing data on fuel efficiency and preventative maintenance intervals.

The fuel card should **always** stay with the vehicle and **never** be used to refuel other vehicles.

### **Need WEX Fuel Help?**

Contact Fleet Services at (650) 967-3085

### Roadside Assistance

WEX offers 24/7 roadside assistance through National Automotive Club. Essential services include:

- Towing
- Jump Starts
- Tire Change
- Lock Out Service
- Fluid Delivery

### **Service Request Process**

1. Call Roadside Services **(866) 329-3471** and the auto attendant will prompt you to select your WEX affiliation to ensure proper handling of your service request
2. A NAC Service Coordinator will obtain all necessary information to have the service dispatched to the nearest qualified service provider.
3. The customer will be updated via phone or text message if anything has changed from the original information provided, such as time that the driver could get there or where the vehicle is getting towed.
4. 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 call back to the roadside service center for assistance.



### **Roadside Services**

# 1-866-329-3471

## 24 Hour Assistance

POWERED BY



Service delivered by NAC



### **Be prepared to provide:**

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

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