Team Service Model FAQs

1. **What is changing?**
   We are restructuring our Account Services team to allow us to streamline operations and enhance the overall client experience.

2. **Why are you making this change?**
   Our integrated support model is aimed at streamlining our resources to provide you with consistent, reliable service. By moving to this model, you can expect:
   - **Improved Response Times**: Our team will have better visibility to all incoming requests, enabling quicker and more efficient responses.
   - **Enhanced Support**: With a centralized inbox, our support specialists can collaborate more effectively to resolve your inquiries.
   - **Seamless Communication**: Going forward, you'll use the updated email address to reach us and now a broader team will be at your service.

3. **Will any processes change?**
   Yes, we ask that you reach out to us via these shared team inboxes to ensure you get the quickest response. This change will help us streamline our communication and provide faster support.
   - **COBRA & Billing Support:** cobrasupport@wexinc.com
   - **Savings & Spending Account (FSA, HSA, HRA, LSA, Commuter) Support:** ssasupport@wexinc.com

   If you would like to schedule a call, please email the appropriate inbox and provide a phone number and a good time to reach you, including time zone.

4. **What will the turnaround time be for emails?**
   While many simple questions are answered within 24-48 hours, our goal is to resolve all inquiries in 5-7 business days.

   For the fastest resolution to your inquiry, remember to include the following in your email:
   - The specific **service or product** you are referencing
   - A clear and detailed **explanation of your question or issue**
   - Any relevant **dates or times** related to your inquiry
   - If applicable, any **error messages or screenshots**
   - Your **contact details** (name, email, phone number)

   Providing this information upfront will help us understand your needs quickly and provide you with the best possible support.

5. **Will I have to discuss the same issue with multiple people and explain myself multiple times?**
   We strive to keep responses as straightforward as possible. However, if the inquiry or issue is complex, we may need to bring in additional resources to best resolve it. We aim to minimize any repetition on your part.

6. **How will this impact my participants?**
   There will be no impact on your participants. The transition is designed to be seamless and will not affect their experience.

7. **Will this team know my account and plan information?**
   Yes, we have set up a process to transition knowledge from your current support team to your new support team. This ensures continuity and familiarity with your account.

8. **What if my request is urgent?**
   If your issue is time-sensitive, please mark your email as urgent in the subject line and we will address it as quickly as possible.

9. **How can I be confident that I'll get consistent answers to questions?**
   We have established comprehensive guidelines and training for our support team to ensure consistency in responses. Detailed documentation and knowledge transfer processes are in place to maintain a high level of service quality.