

APD ALERT

Roadside Assistance with WEX Fleet Card



Purpose

The WEX Fleet Credit card offers roadside assistance through the National Auto Club (NAC). The service is available 24/7 with one toll-free call. NAC will bill the WEX Fleet Card. There are no out-of-pocket expenses for the driver. This service is optional. Offices may have other mechanisms to obtain roadside assistance.

Instructions

Call the number on the back of the card –**1-866-329-3471**. To move quickly through the prompts:

- Press 1** (for US Federal Government Agencies)
- Press 3** (for US Department of Agriculture)

Be prepared to provide the following information to the Customer Service Representative:

- Driver Name/PIN
- Vehicle Description and Tag Number
- WEX Card Number
- Contact Phone Number
- Your current location
- Nature of Problem
- Tow Destination

Fees

The standard service charge for most services is **\$71.50** (for light-duty vehicles up to 10,000 gross vehicle weight). There are no additional fees if the nearest service provider is within a 5-mile radius. If the nearest service provider is outside a 5-mile radius, there is an additional \$3 per mile charge. Towing charges are \$87.20, plus an additional \$4 per mile per towing destination. Winching is \$91.80 per hour. For medium & heavy-duty vehicles, fees are \$85-\$125 per hour, with a 1-hour minimum. The following services are available:

- Battery Service
- Tire Change
- Lockouts Service
- Fuel Delivery (additional cost for fuel)
- Towing/Winching
- Mechanical First Aid

If you have any questions, please contact Cheryl Brumback on 301-504-1096 or email Cheryl.Brumback@ars.usda.gov.