



NEWS RELEASE

WEX's Health Division Introduces AI-Driven Chatbot

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Let's Chat Provides Instant Answers 24/7/365

FARGO, N.D.--(BUSINESS WIRE)-- **WEX** (NYSE: WEX), a leading financial technology service provider, today announced the introduction of its new artificial intelligence (AI)-driven chatbot designed to enhance the personalized benefits account experience delivered by its Health division to 390,000 employers and more than 32 million consumers across the United States.

Let's Chat is a secure, AI-driven chatbot and serves as a virtual assistant for benefits plan participants that quickly answers questions associated with their benefit accounts 24 hours a day, seven days a week. Using Let's Chat, participants enter natural language questions or phrases and get back contextual responses specific to their accounts. Examples of tasks Let's Chat helps participants complete include: checking balances, submitting receipts, understanding claim denials, and reporting lost or stolen cards. By quickly answering questions and assisting with common tasks, participants enjoy greater satisfaction with their benefit plans, and benefits administrators' customer service teams are freed to focus on more complex customer service requests. Alongside the Health division's powerful analytics capabilities, Let's Chat is another innovative technology solution offered to partners.

"Our continuous investments in AI and analytics are great examples of our commitment to leveraging the latest technology to help our partners succeed. We are excited to add Let's Chat to the platform alongside the in-depth benefit analytics and operational benchmarking we have delivered to the market for years," said Matt Dallahan, senior vice president of product management at WEX's Health division. "For the consumers we serve, this means quick, personalized answers and account assistance around the clock. And for our partners, it means cutting-edge technology and data to drive client satisfaction and retention while increasing the efficiency of service delivery."

The comprehensive benefit analytics offered by WEX's Health division since 2018 allow its partners to evaluate their benefits offerings and help ensure they are offering the right benefits options at the right times to their consumers. In doing so, they can drive consumer satisfaction and retention, maximize account growth, and gain valuable

insight about their market position.

“Delivering superior customer service is key to everything we do,” said Jan Pynappel, vice president, consumer-driven healthcare at Fifth Third Bank. “We signed on as early adopters of WEX’s benefit analytics capabilities years ago. Having deep insight into how employees are engaging with benefit plans helps our employer clients deliver competitive and impactful benefit offerings, plus it helps their employees save and pay for healthcare. In short, WEX’s benefit analytics capabilities help contribute greatly to the overall well-being of both the employer organizations and their employees.”

About WEX

Powered by the belief that complex payment systems can be made simple, WEX (NYSE: WEX) is a leading financial technology service provider across a wide spectrum of sectors, including fleet, travel, and healthcare. WEX operates in more than 10 countries and in 20 currencies through approximately 5,000 associates around the world. WEX fleet cards offer 15 million vehicles exceptional payment security and control; purchase volume in travel and corporate solutions grew to approximately \$40 billion in 2019; and the WEX Health financial technology platform helps 390,000 employers and more than 32 million consumers better manage healthcare expenses. For more information, visit www.wexinc.com.

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