


Article ID: PROD-2183

How to order a new or replacement WEX benefits card

This article outlines how to order a new or replacement WEX benefits card for yourself if your plan offers the benefits card as a reimbursement option. There's no fee for replacing lost or stolen cards.

Important: The benefits card will arrive within 14 business days. PIN setup information will be included with your benefits card. For more information, see [How to set up a PIN for your benefits debit card](#).

Additional resources

- To watch a video tutorial, click [here](#). 
- To order a benefits card for your spouse or dependent, see [How to order a new or replacement benefits debit card for a spouse or dependent](#).

To order a benefits card for yourself, complete the following steps:

1. Log in to your online account.
2. Navigate to the Accounts tab.
3. Under Profile, click "Banking/Cards."
4. Below Debit Cards, click "Report Lost/Stolen" or "Order Replacement."



Status: Active
Expires: 5/31/2020
Effective: 5/22/2017
[Report Lost/Stolen](#)
[Order Replacement](#)

Important: Clicking "Report Lost/Stolen" will immediately deactivate your current card and issue a new one with a different card number. You will not be able to reactivate your current benefits card. Clicking "Order Replacement" will keep your current card active and issue you a duplicate.

5. Verify the address is correct and then click "Submit."

Note: You must provide a U.S. mailing address.

6. You'll receive a confirmation message once the request has been submitted. Two cards will be issued.

You can view this article at:

<https://wexbenefitskb.egain.cloud/system/templates/selfservice/dbika/help/agent/locale/en-US/portal/308900000001002/content-version/PROD-2183/PROD-62765/How-to-order-a-new-or-replacement-WEX-benefits-card>

