

How to order a new or replacement WEX benefits card

Participant content

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 is 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."



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 and the card will be sent via standard mail.

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

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