



HEALTH AND BENEFITS CONNECT

2025 SUMMARY

At WEX, we understand that managing healthcare benefits can be incredibly complex. Too often, employees face frustrating experiences like declined cards or delayed reimbursements, while HR leaders are swamped with questions and fixes. Employers, in turn, see benefit dollars go unused as costs continue to rise. The core of this problem is fragmentation – the way most benefits platforms operate today. And over the next 12–18 months, we’re bringing that promise to life through innovations that simplify, connect, and empower. We’re modernizing our platform and tools so benefits feel seamless for all.

1. AI-powered claims reimbursement experience



Benefit to the customer: Faster, easier, and more accurate claims submissions that reduce frustration and increase employee engagement, powered by WEX's smart automation.



What it is: WEX's AI-Powered Claims Experience is a solution that removes the guesswork from submitting expense claims. By using advanced document intelligence, this innovation simplifies how employees upload documentation, pre-populates required fields, and even instantly approves eligible claims.



What we're delivering: Our solution includes three integrated capabilities:

- **Document verification:** Automatically confirms that receipts and forms include the right information (like expense type, date of service, provider, and amount)
- **Auto-population:** Automatically fills out claim forms based on uploaded documentation to save time and reduce errors for consumers.
- **Auto-adjudication:** Instantly adjudicates claims for faster processing and payment to the consumer, bypassing manual review which can take 3-5 business days depending on processing timelines.



Customer outcomes: Helps reduce friction and confusion during the claims process. Supports increased FSA usage through improved submission confidence. Designed to help lower inbound service calls and manual claim reviews. Offers a more modern experience that can positively influence satisfaction and retention. And the results have been significant. Since we've launched in July we've seen: 90% reduction in processing time. 97% accuracy in reimbursement determination



Key customer insight: In usability testing, employees expressed real excitement, especially when the system automatically filled in forms for them. These enhancements are seen as a breakthrough in how benefits are experienced, with early testers saying it "feels like the future."



Timeline

Initiative	Key Milestone	Target Date
Document Verification	Reimburse Myself and Receipts Needed Page	LIVE!
Auto-Population	Claim form auto-fill via consumer portal	LIVE!
Auto-Adjudication	To date, ~25% of claims for FSA-H-GX plans have been auto-adjudicated.	Now piloting
Auto-Adjudication	GA release	Q4 2025
Future Enhancements	Expansion into other plan types	2026

2. Investment experience modernization (HSA)



Benefit to the customer: Empowers employees with new investment options and more choices and tools to build long-term savings all within a seamless user experience.



What it is: Our new brokerage account investment experience delivers real-time enrollment via the consumer portal, and seamless ongoing access via both the portal and mobile app. Investors have the ability to search, research, buy and sell individual securities and ETFs directly from their HSA cash balance, purchase fractional shares, and review investment performance - with no trading fees.



What we're delivering: A new brokerage account investment experience that meets the needs of hands-on investors.



Customer Outcomes:

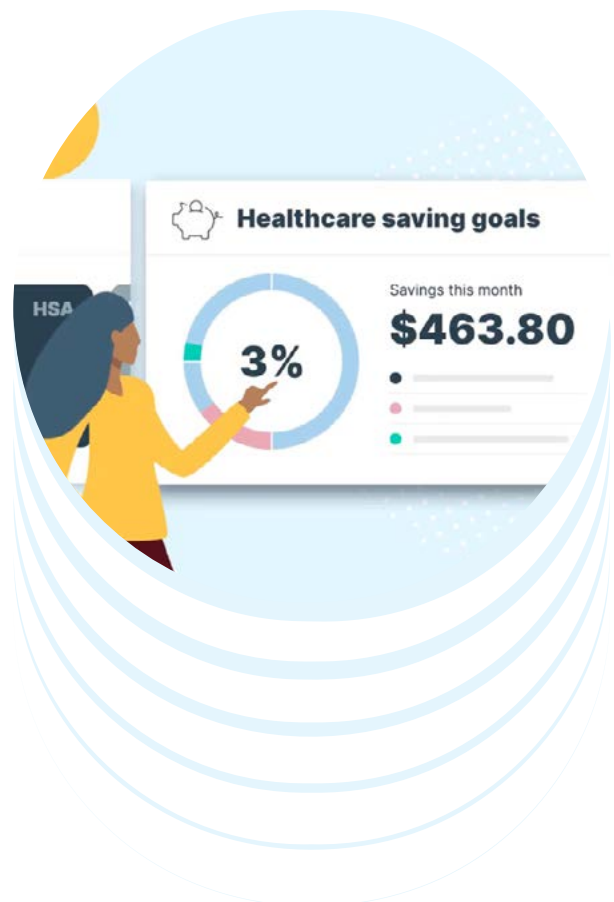
Supports increased HSA investment participation; helping employees feel more confident in their savings decisions and better prepared for future healthcare expenses.



Key customer insight: Partners and employees feel they have limited investment options and need more options to compete and let employees invest in ways they are most comfortable with.



Timeframe: Brokerage Account is now live for eligible partners, with increased eligibility in 2026. Future investment capability work is underway with Robo investing. Discovery is currently underway, with development beginning in 2026.



3. Next generation consumer experience



Benefit to the customer: Creates a one-stop destination for benefits, helping employees find what they need more easily.



What it is: The Next Generation Consumer Experience will create a seamless personalized journey that guides users through their interaction.



What we're delivering: The initial phase of our next-generation technology and strategy involves developing a mobile-first, API-ready, and unified consumer experience front-end. This will be available across all WEX health and benefits products, and will initially address CDH. Future phases will incorporate additional products (CDB, BenAdmin). Our strategy will also enable technology partners to leverage a full suite of consumer APIs, which will allow them to create a unified experience within their hosted technology.



Customer outcomes: Designed to reduce confusion between siloed point solutions, improve accessibility and mobile responsiveness, and enable better decision-making through real-time data visibility.



Key customer insight: Customers want automation that still feels human; with timely, relevant messages written in plain language and delivered when it matters most.



Timeframe: Incremental Approach with the CDH Consumer Experience available in H2 2026.

4. Developer center + APIs ecosystem



Benefit to the customer: Integration work that once took weeks or months can now happen in days. The WEX Developer Center accelerates innovation, helping developers, partners, and employers bring new capabilities to market faster, with more scalable integrations.



What it is: A modern, developer-first portal that brings together all WEX APIs, webhooks, documentation, and testing tools in one unified experience. It includes RESTful APIs, AI-powered documentation and code generation, reference applications, and real-time sandbox environments—giving developers everything they need to build with speed and confidence.



What we're delivering: A single platform where developers can register apps, obtain credentials, test with sample data, and go live independently—powered by AI-assisted code generation and built-in monitoring for faster, more reliable integrations.



Customer Outcomes:

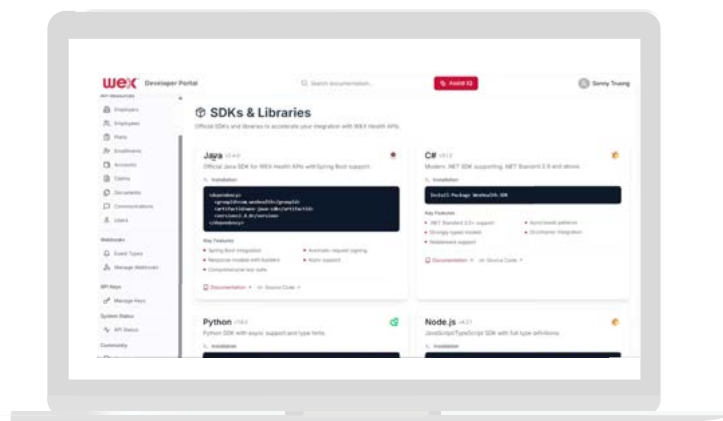
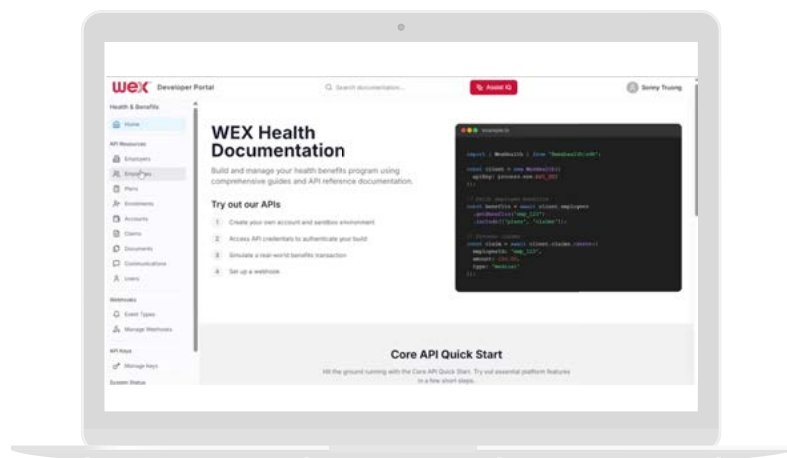
Faster, smarter integrations that reduce time-to-market, lower development effort, and give employers and brokers quicker access to new capabilities.



Key customer insight: Developers are under pressure to deliver quickly, but fragmented tools and manual processes slow them down. The Developer Center provides a single, intelligent platform that empowers them to move at the speed of innovation.



Timeframe: Launching Beta in December 2025.



Removing the complexity of benefits

Every innovation WEX is leading works together to make benefits simpler, faster, and more connected for everyone we serve.

Key takeaways and insights



AI that simplifies: Our AI-powered tools are transforming how benefits work behind the scenes - reducing errors, saving time, and improving accuracy so employees and employers can focus on what matters most.



A unified, human-centered experience: The Next Gen Consumer Experience brings everything together into one intuitive interface designed to reduce friction and make benefits feel effortless.



Integration made easy: The new Developer Center eliminates barriers to innovation, helping partners and platforms connect with WEX in days instead of months. Simpler integrations mean faster delivery of value across the entire ecosystem.



Simplified, centralized, and scalable: Together, these solutions form a unified foundation that replaces complexity with clarity, creating confidence that benefits will work exactly as they should when people need them most.

Thank you!

Thank you for partnering with WEX to transform the benefits landscape. Your collaboration helps us build smarter solutions, faster integrations, and connected experiences that empower employers, brokers, and employees alike.

Together, we're simplifying the future of benefits - turning complexity into clarity, and innovation into impact. We're thrilled to have you part of our journey.