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ARTICLE PROD-2273


How to file a claim in the WEX benefits mobile app

Participant

Client

PS Agent

Client Agent

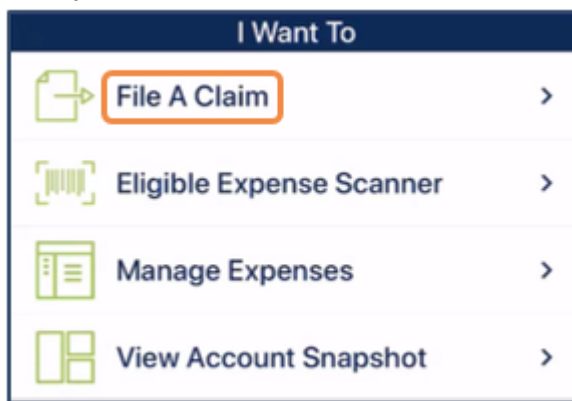
This article outlines how to file a claim for reimbursement in the WEX benefits mobile app. To watch a video tutorial, [click here](#). 

See [Getting started with the WEX benefits mobile app](#) for more information. You can also log in to your [online account](#) to file a claim and upload your documentation. See [How to file a claim in your online account](#) for instructions.

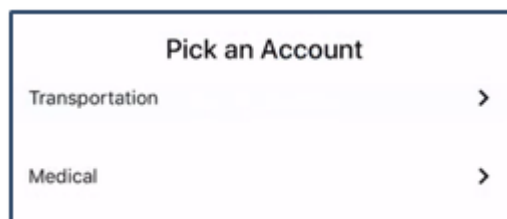
Note: Don't file claims for expenses paid with your benefits debit card, as this could result in duplicate claim payments.

To file a claim in the benefits mobile app, complete the following steps:

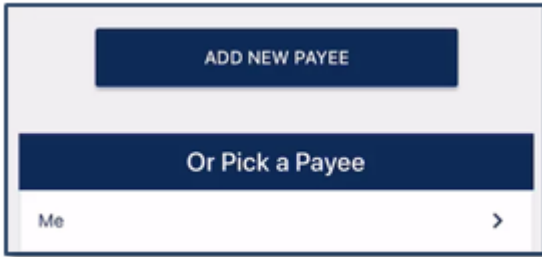
1. Tap "File a Claim."



Note: If you have multiple accounts, you'll be asked to select the one from which you're requesting reimbursement.



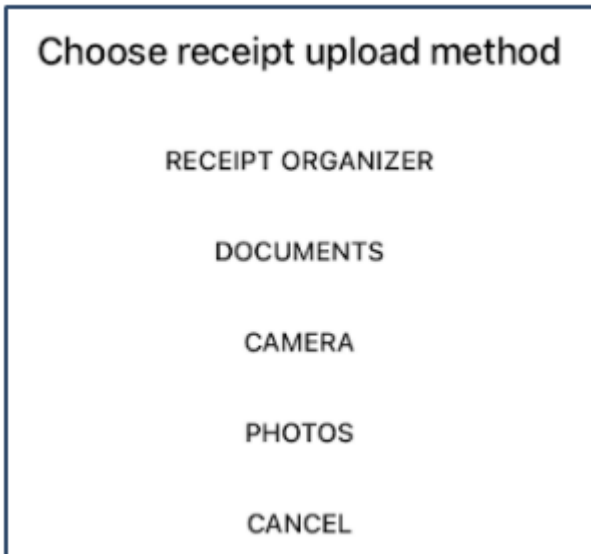
2. Tap "Add New Payee" or tap an existing payee from the list.



3. Complete the required fields on the Claim Details screen.

4. Scroll down and then tap "Upload Receipt" to upload the documentation associated with your claim.

Note: The camera on your device will automatically activate to allow you to take a picture of your documentation, or you may upload a document from your storage files or a picture from your camera roll. If you have receipts saved in your receipt organizer, you can access them by clicking "Receipt Organizer."



5. After the documentation is added to the claim, tap "Submit" to submit the claim for processing.



Notes

- Your documentation will process within two business days. Reimbursement will be issued as a direct deposit or mailed as a check, depending on your plan setup.
- You'll be notified if further documentation is needed. If you have an email address on file, you'll be notified via email. Otherwise, you'll be notified by mail.

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