

ADMINISTRATIVE OFFICES
ELECTRICAL WORKERS LOCAL 332 TRUST FUNDS

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ADMINISTRATORS
UNITED ADMINISTRATIVE
SERVICES

DATE: June 15, 2022
TO: IBEW Local 332 Member
FROM: United Administrative Services
Sandy Stephenson
RE: Wex HRA Card

We want to start out by apologizing for ANY issues with your Wex HRA benefit card.

As you MAY be aware, there were over 1500 HRA cards suspended in a mass Wex computer error. As soon as we became aware of the error, we met with Wex and the cards were unsuspected by late Friday evening, June 10, 2022. We want to assure you that the issues have been resolved.

We are working diligently with Wex to remedy the situation.

As you can imagine, we have had several hundred phone calls and messages and are trying to return calls as soon as we can. We appreciate your patience.

We are working with Wex to place a Powerpoint presentation on your benefits website. It will illustrate how to register your card, upload receipts, check your balances, file a claim, change your passwords, report a lost or stolen card, request a new card, and you can update your personal information as well. You will also be able to perform these functions on the UAS app. This will be put on your benefits website, ibew332benefits.com as soon as it is complete.

We appreciate your patience and we understand how frustrating this is. Feel free to email me or Lynda Rodarte with any questions at:

sstephenson@uastpa.com
Lrodarte@uastpa.com

Thank you!