



PERFORMANCE GUARANTEES

COBRA QUARTERLY PERFORMANCE GUARANTEES

WEX will put a total of 15% of quarterly COBRA Fee Amount at risk based on the following: 5% for Implementation the first quarter of the first year and 10% for ongoing operations for all quarters.

| Performance Guarantees | Fee Amount At Risk | Actual Performance |
|---|--|--------------------|
| IMPLEMENTATION | | |
| There will be a 20 business day turnaround time on accurate group set up (as agreed to during the implementation process) once complete plan information is received. | 5% of 1 st quarter Fee Amount | |
| SYSTEMS | | |
| The website (www.wexinc.com) will have a 98% accessibility rate. | 3% | |
| There will be a 98% system, (Consumer and Employer Portal) availability rate for customer inquiries. | 4% | |
| COBRA | | |
| 95% of notices will be mailed within 14 calendar days of receipt of complete qualifying event information. | 3% | |

Performance guarantees are (i) based upon aggregated performance data, metrics and procedures determined by WEX, subject to changes generally implemented, and are not based upon individual client performance, and (ii) subject to any force majeure or similar clause set forth in any agreement you have with WEX and also exclude other unusual and excessive temporary events. All Employer credits applied during the applicable period shall be offset against the Fee Amount.



PERFORMANCE GUARANTEES

BENEFITS QUARTERLY PERFORMANCE GUARANTEES

WEX will put a total of 15% of quarterly Benefit plan fees at risk based on the following: 5% for Implementation the first quarter of the first year and 10% for ongoing operations for all quarters.

| Performance Guarantees | Fees At Risk | Actual Performance |
|---|------------------------------------|--------------------|
| IMPLEMENTATION | | |
| There will be a 15 business day turnaround time on accurate group set up (as agreed to during the implementation process) once complete plan information is received. | 5% of 1 st quarter fees | |
| PARTICIPANT/MEMBER SERVICES | | |
| The average answer time in the participant call center will be 60 seconds or less. | 2% | |
| 95% of participant emails will be responded to within 1 business day. | 2% | |
| CLAIMS | | |
| 98% of claims will be processed within 2 business days. | 2% | |
| SYSTEMS | | |
| The website (www.wexinc.com) will have a 98% accessibility rate. | 2% | |
| There will be a 98% system, (Consumer and Employer Portal) availability rate for customer inquiries. | 2% | |

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