



## **WEX Australia – Victorian Winner of Service Excellence in a Contact Centre Category at the Customer Service Institute of Australia 2015 Service Excellence Awards**

*MELBOURNE, Australia – 30 October 2015* – WEX (NYSE: WEX), a leading provider of corporate payment solutions, today announced it was recognised by the Customer Service Institute of Australia as the 2015 Victorian Winner of the Service Excellence in a Contact Centre under 100 employees category, and the runner up in the National Award.

“The Australian Service Excellence Awards are more and more competitive each year, and this year saw an incredibly high standard. Each winning individual and organisation should be very proud of their achievement. Their award is testament to their commitment to customer service excellence and passion for creating great customer experiences,” said Anouche Newman, CEO of the Customer Service Institute of Australia.

This is the first year WEX Australia has participated in the annual Service Excellence Awards. The Customer Service Institute of Australia first began recognising the commitment to service excellence of individuals and organisations over 14 years ago. Its annual Australian Service Excellence Awards has grown to be the premier multi-industry customer service excellence awards in Australia.

“We are extremely proud of our Contact Centre team for being recognised as one of the best call centre teams in Australia,” said Greg Drumm, Managing Director of WEX Australia. “WEX is dedicated to continuous improvement and delivering exceptional care to our customers. We consider this part of our business crucial to our success and this award reinforces our commitment and the impact of our team’s efforts.”

Endorsed by the International Council of Customer Service Organisations, the Awards are internationally recognised, with Australian winners automatically becoming finalists in the International Service Excellence Awards.

The Australian Service Excellence Awards showcase the highest achievement in customer service. Reaching the finals and winning an award illustrates the high standards of management, training and commitment to excellence within those organisations.

### **About Customer Service Institute of Australia**

The Customer Service Institute of Australia is Australia’s peak customer service organisation. CSIA delivers frontline customer service training plus Certificates and Diplomas in Customer Service Management for Team Leaders and Senior Customer Service Managers. Founded in



1997, the CSIA is dedicated to the professional development of organisations and individuals in customer service.

For more information about the 2015 Australian Service Excellence Awards, visit: [csia.com.au](http://csia.com.au).

**About WEX Inc.**

WEX Inc. (NYSE: WEX) is a leading provider of corporate payment solutions. From its roots in fleet card payments beginning in 1983, WEX has expanded the scope of its business into a multi-channel provider of corporate payment solutions representing more than 9 million vehicles and offering exceptional payment security and control across a wide spectrum of business sectors.

WEX serves a global set of customers and partners through its operations around the world, with offices in the United States, Australia, New Zealand, Brazil, the United Kingdom, Italy, France, Germany, Norway, and Singapore. WEX and its subsidiaries employ more than 2,000 associates. The Company has been publicly traded since 2005, and is listed on the New York Stock Exchange under the ticker symbol "WEX."

For more information about WEX Australia, please visit [wexaustralia.com](http://wexaustralia.com). For more information, visit [wexinc.com](http://wexinc.com) and follow WEX on Twitter at [@WEXIncNews](https://twitter.com/WEXIncNews).

**Source**

WEX Australia  
Susan Nicholson  
Director – Product and Marketing  
Telephone: 0451 373 847  
Email: [susan.nicholson@wexaustralia.com](mailto:susan.nicholson@wexaustralia.com)

Photos available upon request.