



May 19, 2021

To: Department Benefits Representatives (DBRs)
From: HR Benefits Office on behalf the UC Office of the President
Re: Discovery Benefits/WEX Alert Email Messages

UCOP received notification from Discovery Benefits/WEX that alert email messages were sent to some Flexible Spending Account participants on May 18, 2021.

While Discovery/WEX was uploading the 2020 Mid-Year file from WageWorks, the addresses were changed from sentence case (example: 123 Main Street, Berkeley, CA) to all capitals (example: 123 MAIN ST, BERKELEY, CA), based on the format of the WageWorks file. This change in case triggered two emails from WEX, one with the subject line, "[Recent Update to your Discovery Benefits Account](#)," and the other with "[Your Discovery Benefits enrollment confirmation](#)."

Please rest assured there has been no data breach and there are no security concerns at this time. Members do not need to take any action. We are working with WEX on ways to prevent these messages from being sent should a similar file change occur in the future.

If a member has any concerns, they can contact WEX at the UC designated Customer Service Line: (844) 561-1338.