

September 9, 2021

To: Department Benefits Representatives (DBRs)  
From: HR Benefits Office  
Re: Update – WEX Flexible Spending Account Data Issue

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As noted in the previously sent [WEX Flexible Spending Account Data Issue](#) communication, some UC employees may have received an email from WEX Health, formerly known as Discovery Benefits, alerting them to a change in the profile information in their online WEX account. This change was made in error and is being corrected.

**Please note that the error is not the result of a security breach and UC employee data has not been compromised.**

### **What happened**

A “test” file sent to WEX Health was erroneously loaded into WEX’s production system. The test file included scrambled employee names. As a result, when employees log into their WEX account (if they have one), they will see a different employee’s name on their account. In addition, the employee’s address was changed to a dummy address (the UC Office of the President address), and the employee’s month and day of birth were changed to January 1 (1/1). Affected employees are not able to see any data belonging to other employees except the erroneous name on the account.

### **Who was affected**

All employees eligible for faculty/staff benefits were included in the test file. The file contained eligibility data for UC’s new Adoption Assistance Program, which is administered by WEX and is available to all faculty and staff with full, mid-level or core benefits.

### **How this will be fixed**

WEX will load an updated eligibility file, which will correct the data in their system, by September 9, 2021. The cause of the problem has been identified and action has been taken to prevent this type of error from occurring in the future.

### **What happens next**

After WEX has loaded the corrected file, affected employees will receive two emails from WEX – one explaining what happened, and one similar to the message sent on September 8, 2021, which notes their account information has been updated. No action is required by employees.

In addition, a banner is being placed on the UCPath portal; an email has been sent from UCPath to all their location contacts; and an article will be posted on UCnet.