

## NMC's MISSION



The National Maritime Center (NMC) is the Merchant Mariner Credentialing Authority for the United States Coast Guard under the auspices of the Department of Homeland Security.

To ensure a safe, secure, and environmentally sound Marine Transportation System, the mission of the NMC is to issue credentials to fully-qualified mariners in the most effective and efficient manner possible.

**Captain Jeffrey P. Novotny**  
**Commanding Officer**



*"Serving America's Mariners"*

## National Maritime Center



**Proudly Serving**  
**U.S. Merchant Mariners**

### CONTACT NMC

**[IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil)**

**1-888-427-5662**

**National Maritime Center**  
**100 Forbes Drive**  
**Martinsburg, WV 25404**

**[www.uscg.mil/nmc](http://www.uscg.mil/nmc)**

# National Maritime Center



## Customer Service Center (CSC)

[www.uscg.mil/nmc](http://www.uscg.mil/nmc)

# The NMC Customer Service Center (CSC)

## CSC Website



Thank you for visiting the Customer Service Center (CSC) webpage. we are available to assist you in a number of ways. Select **FAQ** to view the "Top 10 Questions and Answers". To contact us electronically, select **Email** and fill out the easy to use Web Form. To speak to one of our friendly and knowledgeable customer service representatives please feel free to call us at 1-888-IASKNMC (1.888.427.5662)

<http://www.uscg.mil/nmc/csc/default.asp>

### Our website includes:

- A list of Frequently Asked Questions (FAQ) that answers the Top 10 most common customer questions.
- A simple form to help guide you through sending an electronic request or question to us.
- A feedback form so you can tell us how we are doing with our Customer Service Center, website, or with the credentialing process in general.

Mariners can now sign up to receive automatic emails through the Coast Guard List Server. This feature keeps mariners up to date on the latest NMC news and information. To sign up, go to:

<http://cgls.uscg.mil/sublist.cgls?k=10>

## Contacting CSC



**IASKNMC@USCG.MIL**  
**1-888-427-5662**

NMC has a fully staffed Customer Service Center. Our courteous and professional staff is dedicated to helping you navigate through the Merchant Mariner credentialing process.

**Hours of Operation**  
**8:00 a.m. — 6:00 p.m.**  
**Monday - Friday**



Scan the Above QR Code with Your Smartphone to Visit our Site!

All credential applications must be submitted through your local Regional Exam Center (REC). All applications received at the NMC will be returned to the applicant.

## What the CSC Does

- On average, reply to over 1400 contacts from our customers daily
- On average, responds to over 250 e-mails per day. Ensuring all are answered within 2 business days.
- Resolves 92% of all issues within the CSC, allowing maximum resources to be put towards producing credentials
- Mails out an average of 50 Merchant Mariner Credentialing Application Packages daily

## Top Issues That Cause Delays

- Medical Conditions
- Missing Sea Time
- Missing Documentation
- Forms Not Complete - all sections MUST be completed and signed
- Missing Training Certificates
- Fees

## Give Us a Call!

When dialing 1-888-427-5662 - select:

- 1 - For status of an application
- 2 - For our address and fax number
- 3 - For information on how to become a merchant mariner, to request an application package, for REC information, or to schedule an exam
- 4 - For issues with current application, problems with a recently issued credential, or any other questions

Press \* at any time to repeat options

*Proudly Serving U.S. Merchant Mariners!*