

Extremely High Call Volume at NMC

April 6, 2009

The Mariner Information Call Center phone system has been corrected and is functioning normally.

We continue to receive an exceptionally high call volume that is resulting in longer than normal wait times. In March the call center answered 21,877 calls. While the average wait time is a few minutes, some customers have experienced wait times of up to 20 minutes during peak hours. We are addressing this limited service issue and anticipate improved service in the coming weeks.

We encourage customers to contact us through our electronic mail system at IASKNMC for questions pertaining to Merchant Mariner Credentials.