

Frequently Asked Questions: Denial, Reconsiderations, and Appeals

1. What is an appeal?

An applicant impacted by a decision or action made by the National Maritime Center (NMC) has the right to request an appeal if he disagrees with the decision or action. An example of a decision is a denial of an application for a Merchant Mariner Document; examples of actions are approval to test letters and requests for additional information, etc. Information regarding the Right of Appeal is listed in [46 CFR 10.237](#). The first step to appeal a decision or action is to request that the NMC reconsider their decision or action.

2. My application was denied. What are my options?

Once you receive the denial letter you should contact the [Customer Service Center](#) (CSC) if you are unsure why the application was denied. If you do not agree with the decision, submit a written reconsideration request dated within 30 days of the date of the denial letter. This request should be sent to the attention of the department that issued the letter. In this request list why you want the NMC to reconsider the denial and provide reasons that support the request. Submit your letter, any additional documentation, and a copy of the denial letter to the NMC (include your name, mariner reference number, and the date of the request for reconsideration) by one of the following methods:

- E-mail - IASKNMC@uscg.mil (if the letter is issued by Security or Professional Qualifications) or marinermedical@uscg.mil (if the letter is issued by Medical)
- Mail - 100 Forbes Dr. Martinsburg, WV 25404
- Fax - 304-433-3416 or if Medical, you can submit it to 304-433-3407.

3. I don't agree with my Awaiting Information (AI) or waiver letter, what can I do?

Once you receive the AI or waiver letter, you should review it carefully. Enclosed with the letter a list of items that are required in order for the NMC to complete your evaluation. The items should be returned as soon as possible, as the NMC will only hold the application for sixty to ninety days. If you have questions, you should contact the [Customer Service Center \(CSC\)](#) to discuss the information being requested or the specifics of the waiver letter.

If you do not agree with the requested information or issued waiver, then submit a written reconsideration request within 30 days of the date on the AI or waiver letter. This request should be sent to the attention of the department that issued the letter. List what you would like the NMC to reconsider and the reasons that support the request. Submit your letter, any additional documentation supporting your request, and a copy of the AI or waiver letter. The request can be sent using the following methods and must include your name, mariner reference number, and date:

- E-mail - IASKNMC@uscg.mil (if the letter is issued by Security or Professional Qualifications) or marinermedical@uscg.mil (if the letter is issued by Medical)
- Mail - 100 Forbes Dr. Martinsburg, WV 25404
- Fax - 304-433-3416 or if Medical, you can submit it to 304-433-3407.

4. I requested reconsideration. When a decision will be rendered?

All reconsiderations are processed on a first in/first out basis and the amount of time to review a request depends on the complexity of the evaluation. The average processing time to reach a decision is 4-6 weeks. Once the information is reviewed and a decision is reached, you will be contacted by the NMC via mail or phone.

5. My reconsideration was denied, what are my options?

If you do not agree with the results of the reconsideration, submit a signed and dated request for appeal within 30 days of the date on the reconsideration letter. This request should be sent to the attention of the department that issued the letter. List the decision or action that you are appealing and the reasons that support the request. You should also submit any further documentation that supports this. The request may be sent using the following methods and must include your name, mariner reference number, and date:

- E-mail - IASKNMC@uscg.mil (if the letter is issued by Security or Professional Qualifications) or marinermedical@uscg.mil (if the letter is issued by Medical)
- Mail - 100 Forbes Dr. Martinsburg, WV 25404
- Fax - 304-433-3416 or if Medical, you can submit it to 304-433-3407.

Once received, the NMC will review your request and forward it to Coast Guard(CG) Headquarters to be processed. CG Headquarters will mail instructions on how to contact them during the process.

6. My appeal is at Headquarters being reviewed. When will a decision be rendered?

All appeals are processed on a first in/first out basis and the amount of time to review a request depends on the complexity of the evaluation. The average processing time to reach a decision is 4-6 weeks. If you would like an update on your status, please contact Headquarters using the number listed in the letter you received from them.