

## Contact Frequently Asked Questions (FAQs)

### 1. I need to send information to my Evaluator. Where do I send it?

When sending information to NMC, please ensure it includes your name and Mariner Reference Number.

- If the information is for **Safety and Suitability**, please send it to the attention of the Safety and Suitability Department. It can be sent via fax, e-mail, or mail.

- Fax- 304-433-3411
- E-mail- [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil)
- Mail-

National Maritime Center  
Attention: Safety and Suitability  
100 Forbes Dr.  
Martinsburg, WV 25404

- If the information is for **Medical**, please send it to the attention of the Medical Department. It can be sent via fax, e-mail, or mail.

- Fax- 304-433-3407
- E-mail- [marinermedical@uscg.mil](mailto:marinermedical@uscg.mil)
- Mail-

National Maritime Center  
Attention: Safety and Suitability  
100 Forbes Dr.  
Martinsburg, WV 25404

- If the information is for **Professional Qualifications**, please send it to the attention of the Professional Qualifications Department. It can be sent via fax, e-mail, or mail.

- Fax- 304-433-3416
- E-mail- [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil)
- Mail-

National Maritime Center  
Attention: Safety and Suitability  
100 Forbes Dr.  
Martinsburg, WV 25404

### 2. I need to send information to my local Regional Exam Center (REC). Where do I send it?

When sending information to your local REC, please ensure you include your name and Mariner Reference number. To determine which REC to send your information to, visit our [REC page](#). Once there, select the desired REC. This will give you their contact information.

### 3. I need copies of information that is contained in my file. How do I do this?

In order to receive copies of information contained in your file, you will need to submit a request for your records. The request should include the below.

- A detailed statement of what you need
- Mariner name
- Current contact information (address and phone number)
- Social Security number or Mariner Reference Number
- Date of Birth
- Signature
- Date

The request can be sent via fax, e-mail, or mail.

- Fax- 304-433-3417
- E-mail- [Do5-SMB-NMC-4-Correspondence@uscg.mil](mailto:Do5-SMB-NMC-4-Correspondence@uscg.mil)
- Mail-

National Maritime Center  
Attention: Safety and Suitability  
100 Forbes Dr.  
Martinsburg, WV 25404

### 4. I/we need to get a DD-214 for time served during WW II? What do I/we need to do?

In order to receive a DD-214 for time served during WW II, the individual who served must meet the eligibility requirements listed in Public Laws 95-202 or 105-368 and meet the [eligibility criteria](#). If these requirements are met, a request to receive the DD-214 will need to be submitted. To request this, the requestor should use [DD Form 2168](#).

If the requestor wants, they can also submit a handwritten request that includes the following information.

- A detailed statement of what is needed
- Name
- Current contact information (address and phone number)
- Social Security number
- Date of Birth
- Signature
- Date

If the request is from someone other than the individual, it must include one of the following:

- A release from the individual giving consent for the request
- Power of Attorney
- Death Certificate
- Letter from the individual's doctor saying he/she is incapacitated

The request can be sent via fax, e-mail, or mail.

- Fax- 304-433-3417
- E-mail- [DO5-SMB-NMC-4-Correspondence@uscg.mil](mailto:DO5-SMB-NMC-4-Correspondence@uscg.mil)
- Mail-

National Maritime Center  
Attention: Records Management  
100 Forbes Dr.  
Martinsburg, WV 25404

## 5. How do I contact the National Maritime Center?

If you have a question and would like to speak with one of our highly trained Customer Service Representatives, contact our [Customer Service Center](#).