

## 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.

The mission of the NMC is to issue credentials to fully qualified mariners in the most effective and efficient manner possible in order to assure a safe, secure, economically viable, and environmentally sound Marine Transportation System.

**Captain Kirsten R. Martin**  
**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



National  
Maritime  
Center

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

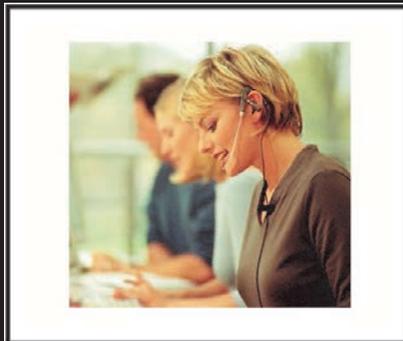
### Our website includes:

- A list of Frequently Asked Questions (FAQ) that answers the Top 10 most common customer questions
- LiveChatting with an agent during normal business hours
- A simple form to help guide you through sending an electronic request or question to us
- A feedback button 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 e-mails 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**

The 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 360 e-mails per day. Ensuring all are answered within 1 business day.
- On average, responds to over 160 chats / tickets via LiveHelp
- Resolves 95% of all issues within the CSC, allowing maximum resources to be put toward producing credentials
- Mails out an average of 45 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!*