

How to Resolve a No TWIC Information AI Letter

If an applicant receives an Awaiting Information (AI) letter from the National Maritime Center (NMC) indicating that there is no Transportation Worker Information Credential (TWIC) information in the merchant mariner record, please contact the Transportation Security Administration (TSA) by phone at 1-866-347-8942 or by e-mail at TWIC.Helpdesk@gcrm.com to ensure that the occupation listed is “merchant mariner.”

TSA will only speak with the applicant to make this change.

It typically takes 72 hours from the time the call is placed for that information to be relayed to the U.S. Coast Guard.

Notify the NMC that the call was made to TSA by calling 1-888-IASKNMC (427-5662) or by sending an e-mail to iasknmc@uscg.mil, and the Safety and Suitability Branch will watch for the transfer of the data. Once the record reflects that the TWIC has been issued, the Merchant Mariner Credential (MMC) application will be forwarded for further processing.

If the TWIC information is still not entered into the record, the NMC will work with TSA to resolve the discrepancy.

Please do not contact the NMC for other TWIC issues. The NMC does not determine TWIC eligibility or issue TWICs. The TSA is the agency controlling TWIC eligibility and issuance.

If TSA does not approve the issuance of a TWIC, the application will be closed and the issuance fee of \$45 will be refunded.