

Changes to Awaiting Information Letter Processing for Merchant Mariner Credentials

The National Maritime Center (NMC) is centralizing the processing for submission of all information sent in response to 60- and 90-day Awaiting Information (AI) Letters. The preferred method of AI documentation submission is e-mail. E-mail all requested AI documentation to: MMC-Awaiting-Info@uscg.mil. If you would prefer to mail your AI documentation to the NMC, send it to the address below:

United States Coast Guard
National Maritime Center
Attention: AI In-Processing
100 Forbes Drive
Martinsburg, WV 25401-7120

Current letters from the NMC requesting Merchant Mariner Credential (MMC) AI documentation direct mariners to send the information to IASKNMC@uscg.mil. **This is in the process of being changed. However, to ensure fastest processing please send AI documentation to MMC-Awaiting-Info@uscg.mil.** Sending AI documentation to IASKNMC@uscg.mil or a Regional Exam Center is still acceptable but may delay the processing of your AI documentation and the issuance of your MMC.

If you have any questions, concerns, or feedback, contact the NMC Customer Service Center by e-mailing IASKNMC@uscg.mil or calling 1-888-IASKNMC (427-5662).

Sincerely,

/B. W. Clare/

Bradley W. Clare
Captain, U.S. Coast Guard
Commanding Officer