

Important Information for Mariners Contacting the Customer Service Center

We understand that contacting the National Maritime Center (NMC) Customer Service Center (CSC) can sometimes be challenging, especially during peak hours. To better assist you, we offer several alternatives:

- 1. Call Early in the Morning:** The CSC experiences its busiest times around midday. To avoid longer wait times, we recommend calling early in the morning when phone lines are less busy. The CSC is open 8:00 a.m. to 4:30 p.m. ET, Monday through Friday. The NMC phone number is 1-888-IASKNMC (427-5662).
- 2. Use Live Chat:** Our [Live Chat](#) is a faster alternative to calling. This service connects you with our support team quickly and efficiently. Additionally, our Chatbot can assist with many inquiries, providing immediate answers without the need to wait for a representative.
- 3. Check Your Application Status Online:** Save time by using the [Check Your Status](#) tool on our website. This feature allows you to verify the status of your application instantly, without needing to call in.
- 4. Credential Verification Tool:** If you need to verify the validity of your credential, use our online [Credential Verification Tool](#). This quick and easy-to-use resource provides immediate confirmation of your credential's status.
- 5. Email for Status and Questions:** If you are unable to reach us by phone, you can also e-mail us for a status update or questions at IASKNMC@uscg.mil. Be sure to include your full name, mariner reference number, and any relevant details to help avoid delays in processing your request. Note, processing times at the NMC vary based on e-mail volume.

We hope these options make it easier for you to get the assistance you need. Thank you for your understanding and cooperation.

Sincerely,

/B. W. Clare/

Captain, U.S. Coast Guard
Commanding Officer