

## THE 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 Bradley W. Clare**  
**Commanding Officer**



*"Serving America's Mariners"*

## National Maritime Center



**Proudly Serving  
U.S. Merchant  
Mariners**

### CONTACT THE 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

<https://www.dco.uscg.mil/nmc/contact/>

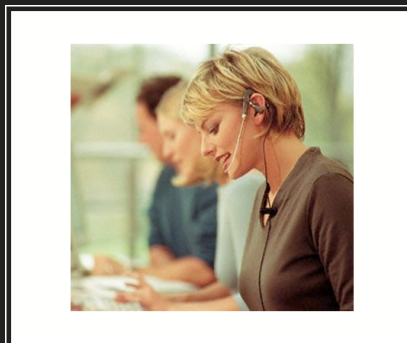
### Our website includes:

- A list of Frequently Asked Questions (FAQ) that answers the Top 10 most common customer questions
- LiveChat 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:

[https://public.govdelivery.com/accounts/USDHSCG/subscriber/new?category\\_id=USDHSCG\\_C14](https://public.govdelivery.com/accounts/USDHSCG/subscriber/new?category_id=USDHSCG_C14)

## Contacting the 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. – 5:30 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 1,300 contacts from our customers daily
- On average, respond to over 340 e-mails per day, ensuring all are answered within 1 business day.
- On average, respond to over 215 chats/tickets via LiveHelp daily
- Resolves 95% of all issues within the CSC, allowing maximum resources to be put toward producing credentials
- Mails out an average of 30 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 our address and fax number
- 2 - For status of an application
- 3 - To request an application package
- 4 - For all other issues

Press \* at any time to repeat options

*Proudly Serving U.S. Merchant Mariners!*