

Frequently Asked Questions: Denial, Reconsiderations, and Appeals

1. What is the National Maritime Center's (NMC) process if I disagree with a decision the NMC has made in regards to my application and/or credential?

Contact the National Maritime Center (NMC) Customer Service Center (CSC) via e-mail (IASKNMC@uscg.mil) or by phone (1-888-427-5662). Explain in detail that you disagree with an action or decision. A CSC representative will reach out to the appropriate division with all of the information you provided. You will be notified by the division or by the CSC of their findings. If the division agrees, the error will be rectified. If not in agreement, and believe everything on your application was processed correctly, you will be notified of the decision, at this time. A Formal Request for Reconsideration may be submitted at this time. An informal request to correct an action or decision is not required before formally requesting reconsideration.

2. How do I file a Formal Request for Reconsideration?

Submit a written reconsideration request dated within 30 days of the date of the decision letter or action. The decision letter may be a Medical or Safety & Suitability denial letter, an Awaiting Information letter, Approval to Test letter, or other determination regarding your application. An action may be issuance of an MMC that you feel is in error or other action you believe was made incorrectly. Your request for reconsideration should be sent to the attention of the appropriate division. In this request, list why you want the NMC to reconsider the action or decision made and provide reasons that support the request. Submit your letter, any additional documentation, and a copy of the decision letter being disputed to the NMC (include your name, mariner reference number, and the date of the request for reconsideration) by one of the following methods:

All divisions by mail:

Commanding Officer
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404

Professional Qualifications Evaluations:

By e-mail – IASKNMC@uscg.mil
By fax – 304-433-3416

Safety & Suitability Evaluations:

By e-mail – IASKNMC@uscg.mil

By fax – 304-433-3416

Medical:

By e-mail – marinermedical@uscg.mil

By fax – 304-433-3407

Course Approvals:

By e-mail – NMCCourses@uscg.mil

By fax – 304-433-3408

Exam:

By e-mail – IASKNMC@uscg.mil

By fax – 304-433-3408

3. I requested reconsideration. When will a decision will be rendered?

All reconsiderations are processed on a first in/first out basis, and the amount of time to review a request depends on the complexity of the evaluation. The average processing time to reach a decision is 4-6 weeks. Once the information is reviewed and a decision is reached, you will be contacted by the NMC via mail. In some cases, if the request is approved, you may be notified via telephone or e-mail if the decision results in the issuance of an MMC.

4. I'm nearly to the end of my 1-year grace period. What can I do to prevent the loss of my credential endorsements?

If there a chance your credential will expire beyond the 1-year grace period during the reconsideration or appeal process, you should consider applying to place your credential into continuity. A Document of Continuity does not expire and is issued solely to maintain an individual's eligibility to renew once qualified. There is no cost for a continuity transaction, though there is a cost to remove a credential or endorsement from continuity. A Document of Continuity does not entitle an individual to serve as a merchant mariner. To remove a credential from continuity you simply apply as if you are renewing your credential. Please note that STCW endorsements cannot be placed into continuity. Any STCW endorsement held can be reinstated when associated national endorsements are removed from continuity if evidence of all required training, refresher, or revalidation is provided with the application.

5. My request for reconsideration was denied. What are my options?

If you do not agree with the results of the reconsideration, submit a signed and dated request for appeal within 30 days of the date on the reconsideration letter. This request should be sent via e-mail to Coast Guard Headquarters at MMCPolicy@uscg.mil, or by mail to:

U.S. Coast Guard
Director, Commercial Regulations and Standards (CG-5PS)
2703 Martin Luther King Jr. Ave. SE
Stop 7509 Attn: CG-MMC-2
Washington, DC 20593-7509

6. Where can I find regulations pertaining to appeal requests?

[46 CFR 10.237](#) – Right of Appeal

[§1.03-10](#) – Definition of terms used in this subpart

[§1.03-15](#) – General

[§1.03-20](#) – Appeals from decisions or actions of an OCMI

[§1.03-25](#) – Appeals from decisions or actions of a District Commander

[§1.03-30](#) – Appeals from decisions or actions of the Marine Safety Center

[§1.03-35](#) – Appeals from decisions or actions of a recognized classification society acting on behalf of the Coast Guard

[§1.03-40](#) – Appeals from decisions or actions of the National Maritime Center

[§1.03-45](#) – Appeals from decisions or actions involving documentation of vessels

[§1.03-50](#) – Appeals from decisions or actions of the Director, Great Lakes Pilotage

7. Can I file an appeal before I file a formal request for reconsideration?

No. The first step prior to an appeal, is to request that the NMC reconsider their decision or action. You **MUST** request reconsideration and receive a decision prior to requesting an appeal. If you submit an appeal prior to reconsideration, it will be processed as a request for reconsideration.

8. My appeal is at Headquarters being reviewed. When will a decision be rendered?

All appeals are processed on a first in/first out basis and the amount of time to review a request depends on the complexity of the evaluation. If you would like an update on your status, please contact Headquarters using the number listed in the letter you received from them or by e-mail at MMCPolicy@uscg.mil.

9. Does the Coast Guard address requests for reconsideration or appeals regarding decisions made by the Transportation Security Administration?

The Coast Guard will not review decisions made by the Transportation Security Administration to suspend, revoke, or deny a mariner's TWIC.