

Frequently Asked Questions: Contact

1. I need to send information to my evaluator. Where do I send it?

When sending information to National Maritime Center (NMC), please ensure it includes your name and Mariner Reference Number.

- If the information is for **Safety and Suitability**, please send it to the attention of the Safety and Suitability division. It can be sent via fax, e-mail, or mail:
 - Fax - 304-433-3411
 - E-mail - IASKNMC@uscg.mil
 - Mail - Commanding Officer (NMC-51)
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404
- If the information is for **Medical**, please send it to the attention of the Medical division. It can be sent via fax, e-mail, or mail:
 - Fax - 304-433-3407
 - E-mail - marinermedical@uscg.mil
 - Mail - Commanding Officer (NMC-6)
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404
- If the information is for **Professional Qualifications**, please send it to the attention of the Professional Qualifications division. It can be sent via fax, e-mail, or mail:
 - Fax - 304-433-3416
 - E-mail - IASKNMC@uscg.mil
 - Mail - Commanding Officer (NMC-52)
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404

- If the information is related to **Courses/Programs/Instructors/Proctors/Assessors, Designated Examiners, or Qualified Assessors**, please send it to the attention of the Training & Assessment division. It can be sent via fax, e-mail, or mail:
 - Fax - 304-433-3408
 - E-mail - NMCCourses@uscg.mil
 - Mail - Commanding Officer (NMC-21)
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404

2. I need to obtain or submit my open book renewal examination?

As of May 1, 2020, open book renewal examinations are no longer sent from the Regional Exam Center (REC) or Monitoring Unit (MU). Now, open book renewal examinations are issued from the NMC.

To obtain: First, you must receive an Approval to Test (ATT) letter detailing the renewal modules required. ATT letters will: (1) direct you to pay your exam fee at [pay.gov](https://www.pay.gov), and then (2) send an e-mail directly to NMCRenewalExams@uscg.mil or contact the [Customer Service Center](#).

To submit a completed renewal examination: If you obtained a renewal examination electronically, instructions were on the electronic answer sheet. If you obtained a paper renewal examination by mail, you can mail back to:

- Commanding Officer (NMC-22)
USCG National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404

3. I need to send information to my local REC. Where do I send it?

When sending information to your local REC, please ensure you include your name and mariner reference number. To determine which REC to send your information to, visit our [REC page](#). Once there, select the desired REC. This will give you their contact information.

4. I need copies of information that is contained in my file. How do I do this?

In order to receive copies of information contained in your file, you will need to submit a request for your records. The request should include the following information:

- A detailed statement of what you need
- Mariner name
- Current contact information (address and phone number)
- Social Security number or Mariner Reference Number
- Date of Birth
- Signature
- Date

The request can be sent via fax, e-mail, or mail:

- Fax - 304-433-3417
- E-mail - OSC-SMB-NMC-4-Correspondence@uscg.mil
- Mail - USCG National Maritime Center
Attention: Records Management
100 Forbes Drive
Martinsburg, WV 25404

5. I need to get a DD-214 for time served during WW II. What do I need to do?

In order to receive a DD-214 for time served during WW II, the individual who served must meet the eligibility requirements listed in Public Laws 95-202 or 105-368, and meet the [eligibility criteria](#). If these requirements are met, a request to receive the DD-214 will need to be submitted. To request this, the requestor should use [DD Form 2168](#).

The requestor can also submit a handwritten request that includes the following information:

- A detailed statement of what is needed
- Name
- Current contact information (address and phone number)
- Social Security number
- Date of Birth
- Signature
- Date.

If the request is from someone other than the individual, it must include one of the following:

- A release from the individual giving consent for the request
- Power of Attorney
- Death Certificate
- Letter from the individual's doctor saying he/she is incapacitated.

The request can be sent via fax, e-mail, or mail:

- Fax - 304-433-3417
- E-mail - OSC-SMB-NMC-4-Correspondence@uscg.mil
- Mail - USCG National Maritime Center
Attention: Records Management
100 Forbes Drive
Martinsburg, WV 25404

6. How do I contact the National Maritime Center?

If you have a question and would like to speak with one of our highly trained Customer Service Representatives, contact our [Customer Service Center](#).