

## Refund Request Process

1. If you find that you have overpaid, you may send the details of your refund request to the NMC by using the [NMC online chat system](#), by e-mailing [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil), or by calling 1-888-IASKNMC (427-5662). Please note, a refund request cannot be processed while an application is open and must occur after application processing is completed.
2. If payment was made through [pay.gov](#), be sure to include your payment confirmation from pay.gov with your refund request. Refunds from pay.gov must be submitted within 1 year of the payment transaction date.
3. If you have received a security, medical, or professional qualifications evaluation you may not be refunded your evaluation fee.
4. The NMC will approve and forward a refund voucher to the USCG Financial Center (FINCEN) for processing.
5. Refund processing takes approximately 8 weeks. FINCEN will send the refund to the account it was originally paid from, regardless of whether that account has been closed. If that account has been closed, you will need to contact that bank to retrieve the funds.

## Top Issues with Refund Processing

1. Applicant has closed the account that the fees were deducted from.
2. Applicant does not provide proof of payment.
3. Applicant waits longer than 1 year from the pay.gov transaction date to submit the refund request.
4. Applicant changes address and does not notify the NMC.
5. Applicant does not provide adequate personal identification information in the original refund request.
6. Applicant does not cash refund check within the 14-month time allotment.
7. Applicant amends the application during the process.
8. Applicant requests refund while an application is still open and being processed.