

Coronavirus Disease (COVID-19) – Update #2

This notice outlines operational changes at the National Maritime Center (NMC) due to COVID-19. All 17 Regional Examination Centers (REC) and 3 Monitoring Units (MU) remain ***closed to the public until further notice***. A transition to telework and shift-work is being implemented to balance mission-essential credential services with the need for a safe, “social distance” working environment for all employees. Please note the following ***key changes***.

Customer Service Center: Is now open from 8:00 a.m. to 5:30 p.m. EST, *Monday through Thursday*. Reach the call center at 1-888-IASKNMC (427-5662) or IASKNMC@uscg.mil. Continue to use e-mail or live chat for general questions.

Electronic Mariner Applications & Awaiting Information: Due to the temporary closure and reduced manning of RECs/MUs, we are unable to process mailed or faxed applications. Please submit all applications and pending awaiting information via e-mail using the [electronic submission](#) process ***only***. Mailed documents will be subject to delays. Submission guidance is located on the [NMC website](#). Electronic submissions will only be accepted in PDF format; other formats such as .gif, .zip, or camera images will ***not*** be accepted.

User Fees: Due to the temporary closure and reduced manning of RECs/MUs, we are unable to process cash, check, or money order fee payments. User fees must be paid using www.pay.gov. Include a scanned copy of your payment receipt with your application submission.

Mariner Records & Applications: All Federal Record Centers are closed due to COVID-19 and the NMC is unable to retrieve legacy mariner service records. Mariner applicants should ensure all necessary supporting documentation is contained in the ***electronic application***.

The NMC understands this reduction in service may affect our industry customers and stakeholders, and we apologize for any potential inconvenience.

Sincerely,

/K. R. Martin/

Kirsten R. Martin
Captain, U.S. Coast Guard
Commanding Officer