

## Credentials Lost or Destroyed Due to Hurricane Helene

In accordance with federal regulations, duplicate merchant mariner credentials (MMCs) may be issued free of charge to mariners whose credentials were lost or destroyed because of Hurricane Helene. Affected mariners should follow the steps below to obtain an expedited replacement credential.

Provide a statement of loss to the National Maritime Center (NMC) via fax at (304) 433-3412 or via e-mail at [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil). The statement should contain the following:

- Mariner's full name
- Mariner's date of birth
- Mariner's reference number (MRN) (if you don't know the MRN, include the mariner's Social Security number)
- The mailing address that the replacement credential should be sent to
- Current phone number and/or e-mail address that the NMC can use to contact the mariner with questions, if necessary
- Description of the circumstances surrounding the loss/destruction of the credential.

Unless otherwise requested, any duplicate MMCs issued per the request process above will include a corresponding medical certificate, if previously issued. We will make every effort to have duplicate credentials mailed out as soon as possible. If your credential is unserviceable due to damage or your lost credential is subsequently found, that credential should be mailed to the NMC.

If you have questions or feedback regarding duplicate credentials, please contact the NMC via our [Online Chat or Ticketing System](#), by e-mailing [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil), or by calling (888) IASKNMC (427-5662).

Sincerely,

/B. W. Clare/

Bradley W. Clare  
Captain, U.S. Coast Guard  
Commanding Officer