

Customer Service Center (CSC) – Extended Operating Hours

We understand that contacting the National Maritime Center (NMC) CSC can sometimes be challenging, especially during peak hours. To better assist you, effective September 30, 2024, the NMC CSC will be extending its hours of operation.

New Hours: Monday through Friday: 8:00 a.m. to 5:30 p.m. Eastern Time.

The NMC phone number is 1-888-IASKNMC (427-5662). The CSC experiences its busiest times around midday. To avoid longer wait times, we recommend calling early in the morning when phone lines are less busy. We also offer several alternatives to calling:

1. **Use Live Chat:** Our [Live Chat](#) with chatbot is available **24/7**. This service connects you with our support team quickly and efficiently during normal hours. Additionally, our Chatbot can assist with many inquiries, providing immediate answers without the need to wait for a representative.
2. **Check Your Application Status Online:** Save time by using the [Check Your Status](#) tool. This feature allows you to verify the status of your application instantly, without the need to call in.
3. **Credential Verification Tool:** If you need to verify the validity of your credential, use our online [Credential Verification Tool](#). This quick and easy-to-use resource provides immediate confirmation of your credential's status.
4. **Email for Status and Questions:** If you are unable to reach us by phone, you can also e-mail us for a status update or questions at IASKNMC@uscg.mil. Be sure to include your full name, mariner reference number, and any relevant details to help avoid delays in processing your request. Note, processing times at the NMC vary based on e-mail volume.

We are committed to providing you with exceptional service and hope this extension offers greater convenience. Thank you for your continued support.

Sincerely,

/B. W. Clare/

Captain, U.S. Coast Guard
Commanding Officer