

Possible Issues With Recent Pay.Gov Payments

The National Maritime Center (NMC) recently became aware of a problem with the Merchant Mariner User Fee Payment Form on the Pay.gov website. During the last 90 days, mariners who attempted to pay Examination, and/or Issuance Fees after previously paying their Evaluation Fee may have been required to pay an additional Evaluation Fee to complete the Pay.gov transaction. Mariners who paid all required fees via a single Pay.gov transaction were unaffected. This problem has been resolved and the Merchant Mariner User Fee Payment Form is now functioning properly.

Mariners who believe that they were prevented from providing an Examination and/or Issuance Fee payment without also paying another Evaluation Fee should send their Pay.gov receipts, reflecting the additional fees, to IASKNMC@uscg.mil with a request for a refund. Additional information regarding Merchant Mariner Fee Payments can be found in the [User Fee FAQs](#) on the NMC website.

If you have questions, contact the NMC Customer Service Center at 1-888-IASKNMC (427-5662). Customer Service Center representatives are available Monday through Friday from 8:00 a.m. to 4:30 p.m. EST.

Sincerely,

/B. W. Clare/

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