

Refund Request Process

1. If you find that you have overpaid when you submit your application, you may request a refund at the time of submission with your application.
2. If you have submitted your application, please submit your refund request to the National Maritime Center (NMC), along with payment confirmation from www.pay.gov when applicable.
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).
5. Refund processing takes approximately 8 weeks. If you paid the fees electronically, your account will be credited electronically when possible. If this is not feasible, you will be mailed a hard copy check. If you no longer have access to the account you paid the fees from, please document any new information at the time of the refund request.

Top Issues with Refund Processing

1. Applicant has closed the account that the fees were deducted from and does not notify the NMC.
2. Applicant does not provide proof of payment.
3. Applicant changes address and does not notify the NMC.
4. Applicant does not provide adequate personal identification information in the original refund request.
5. Applicant does not cash refund check within the 14 month time allotment.