



ALERT

March 18, 2020

TO: Maritime Exchange Members
Maritime Operations Committee
TWIC Distribution

The Exchange is forwarding TWIC® enrollment center closure notices as we receive them. In anticipation of ongoing disruptions and the potential for further closures, we asked TSA for guidance and are forwarding the response for your information:

TO APPLY FOR A TWIC

At this time, enrollment centers remain open, but the evolving situation has required short-term site closures, and centers may encounter additional closures as state and local government officials take the necessary public health actions.

Applicants planning to visit enrollment centers should use the "Find an Enrollment Center" feature at the bottom of the Universal Enroll website (<https://universalenroll.dhs.gov/locator>) to determine which centers are open and their hours of operation.

TSA is encouraging applicants to schedule appointments via the Universal Enroll (<https://universalenroll.dhs.gov/>) site for the most current information. The centers listed below in Delaware River region announced closures until late March 2020. However, several centers remain open within 30 miles or less of these sites.

- Philadelphia, PA-N Delaware Ave
- Philadelphia, PA-Chestnut St
- Morton, PA-Yale Ave
- New Castle, DE-W Basin Rd

TO PICK UP/ACTIVATE CARDS

TWIC card production and issuance has not been impacted at this time.

Any applicant who has a card waiting at closed site may request transfer of the card to another enrollment center or request direct shipment to a designated address. This no-cost transaction is available by contacting the UES Call Center at 855-DHS-UES1 (855-347-8371) Monday through Friday from 8 AM-10 PM (Eastern).

Long-term consideration: Should emerging protocols require that all centers in our

area must close, we have asked TSA and Coast Guard to provide further guidance for processing renewals and credentialing new hires. We will provide additional information as soon as it becomes available.

We hope this information is helpful and invite members to contact [Lisa Himber](#) with any additional questions or comments they may have.

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