

# Contact Us at: [SalaryatSea@rccl.com](mailto:SalaryatSea@rccl.com)

*Use this form to communicate any issues related to your "Salary@Sea" account; while you are off the ship. We will respond within 3-5 days.*

Date:

Crew id#:

First Name

Last Name

Mailing Address

City

State/Province

Country

Postal/Zip Code

Phone# contact:

E-mail Address

Salary@Sea Account  
Type of Issues (Select  
all that apply):

Expired Card  
Fraudulent Transactions  
Lost Salary@Sea card  
Unable to login  
Unable to register/activate new S@S card  
S@S account blocked  
Forgot Username  
Forgot Password  
Forgot Answers to Security Questions  
Forgot pin#/Reset Pin#  
Didn't receive S@S card  
Missing balance/request balance transfer  
Missing amount of reported fraud  
Missing payment  
Issue with On-Demand Wire Transfers  
Issue with Global Deposits  
Issue with Western Union/RIA/Remitly/  
Transferwise/Moneygram transfers  
Issue with USD to USD On-Demand Transfers  
ATM withdrawal issues  
Scam e-mail (Please attach original scam e-mail)  
Other (please specify below)

Enter "Other" type of  
issue not included in  
above list:

Valid forms of photo  
identification: (Select  
One)

Scanned copy of passport  
Scanned copy of National id Card  
Scanned copy of Driver's License

**Comments: Please complete all the above fields and attach the form to the e-mail together with the proof of identification. Save the pdf form as follows: Crew id#, Last Name, date sent (e.g. 123456, Smith, 01/22/2021)**