

## MARCH 2025 – IMPORTANT NOTICE REGARDING EMAIL AND PHONE INQUIRIES FROM MARITIME OPERATORS

Due to the high volume of telephone and email inquiries we are currently receiving, we remind you of the following:

1. Iberclear is exclusively responsible for the Spanish area of the Union Registry Helpdesk service in the, and specifically for the opening and maintenance of MOHAs [correo.titulares.renade@grupobme.es](mailto:correo.titulares.renade@grupobme.es)
2. Telephone and email inquiries regarding the **management of ships' monitoring plans or ships/company emissions** should be directed to the following email address, established by the Ministry of Transport and Sustainable Mobility as the competent authority for emissions monitoring, reporting, and verification (MRV) requirements under Regulation (EU) 2015/757 and Regulation (EU) 2023/1805 on EU Fuels: MRV-FuelEU@sasemar.es. **Telephone contact channels are not available**, so please wait for your inquiries to be answered by [MRV-FuelEU@sasemar.es](mailto:MRV-FuelEU@sasemar.es).
3. For any question regarding this matter, please contact the European Maritime safety Agency (EMSA) Thetis-MRV technical support at [maritimesupportservices@emsa.europa.eu](mailto:maritimesupportservices@emsa.europa.eu)
4. The Ministry for the Ecological Transition and the Demographic Challenge in Spain (MITECO) has enabled an email address for maritime operators to address any additional questions (different from the Registry and MRV-FuelEU related ones): [bn-rcde.maritimo@miteco.es](mailto:bn-rcde.maritimo@miteco.es). You can also copy the general email address [Bzn-RENADE@miteco.es](mailto:Bzn-RENADE@miteco.es)

We ask you to follow these instructions to avoid overloading of the helpdesk channels (email and phone) with inquiries that are not part of our duties and that impair the provision of an efficient service. Inquiries should be directed only to the email addresses indicated and should not be copied to any other mailboxes that are not necessary.

We hope for your understanding, cooperation, and patience.