

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex.
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GenOCen

HCC POLICY LETTER OF NOVEMBER 21, 1961

Dist. staff
Ltr. Reg.
Body Reg.
D of PrR

LETTER WRITER'S CODE

The following code, developed by John Fudge, Org. Sec. in Washington D.C., should be adhered to by all who write letters for the Organization. It is mandatory for all PrR personnel, and must be memorized verbatim by them. Failure to abide by this Code can lead to transfer off post or, in cases of flagrant breach, to suspension from staff until processed at the staff member's own expense to the satisfaction of the HCO Secretary and Org. Sec (Assoc. Sec.)

1. Always answer a correspondent's exact questions.
2. Never get angry or misemotional with a correspondent.
3. Maintain two-way communication with the correspondent.
4. Be willing to grant beingness to the correspondent.
5. Do not justify organizational mistakes whether real or imagined.
6. Never fail to help at the correspondent's reality level.
7. Never imply or promise help where it is not real to you.
8. Never cut communication with a correspondent, once initiated.
9. Never Q and A with a correspondent: That is, never answer a bank communication with a bank communication.
10. Be willing to help the correspondent's life and livingness until he or she is Clear.
11. Never fail to answer a letter promptly: that is, within 48 hours.

L. RON HUBBARD.

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