

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

Remimeo. HCO POLICY LETTER OF APRIL 8, 1965
HCO Sec HAT DIVISIONS 1 & 6
HCO Dissem Sec HAT DISTRIBUTION DIVISION
Dist Sec HAT HCO DIVISION 1
Dir Comm HAT HCO DISSEMINATION DIVISION 2
Dir Prom Reg HAT CF & ADDRESS
Dir Field Activities HAT
Dir Clearing HAT
Dir Ins & Rep HAT
CF & Address HATS CANCELLATION OF MAIL LISTS
CF Clerk HAT TO FIELD AUDITORS
Address HAT

HCO Policy Letter of Oct 30, 1964 "Mailing Lists for Franchise Holders", the Programme which puts your book buyer list in field auditor hands "if the book buyer buys no service in 3 months."

This whole action passes, on the New Org Board, to the Distribution Division and the system itself is to be modified.

What should happen is that the Distribution Secretary Division 6 can be given card files of existing address names by areas by Prom Reg which they can hand out to field staff members in that area.

The responsibility for getting names from Prom Reg lies with the Distribution Secretary.

The responsibility of preserving intact their mailing list is the responsibility of the HCO Secretary and HCO Dissemination Secretary.

LISTS NOT RETIRED

NO ADDRESSES OF PERSONS WHO HAVE BOUGHT SOMETHING MAY EVER BE RETIRED.

This cancels any policy, directive or idea to the contrary.

NO CF FOLDER MAY EVER BE RETIRED FROM THE FILES.

The Definition of a CF folder is THE FOLDER OF A PERSON WHO HAS BOUGHT SOMETHING FROM AN ORG.

Exceptions to CF no-retirement policy are dropped body in which case the CF folder goes to HCO Inspection and Reports Justice Section for safekeeping and for any investigation and is filed there, fugitive, and Suppressive Person folders. These become part of the Dept 3 Justice Files. But even so, a dummy folder with the name, a gold-coloured board, is left in CF with the name on it to show that Dept 3 has it. Anything afterwards coming in (invoices, letters, etc) to be filed in such folders is stamped by CF JUSTICE FILES DEPT 3 and is sent on to HCO Justice Section. When the CF clerk sees that what he or she is trying to file has a dummy gold-coloured board instead of a file, the CF clerk stamps the unfiled bit as above and sends it on.

When the HCO Justice Section calls for a file CF always makes a gold-coloured dummy and puts it in place of the file and sends the file to CF.

There is no other retirement of lists.

"Inactive files" are simply THOSE FILES WHICH ARE NOT MEMBERS OR PROSPECTS.

"Active Files" are simply "THE FILES OF THOSE PERSONS WHO ARE MEMBERS AND THOSE PERSONS WHO HAVE BEEN TRAINED OR PROCESSED AND THOSE PERSONS WHO HAVE EXPRESSED A DESIRE TO BE TRAINED OR PROCESSED. "

There is no time limit on how long the file is active.

"Hot Files" are those that RECENTLY EXPRESSED A WISH TO BE TRAINED OR PROCESSED.

NOTHING MAY BE FILED IN A HOT PROSPECT FILE THAT HAS NOT ALREADY BEEN ANSWERED BY A LETTER REGISTRAR.

If the CF clerk sees something that is not marked "answered" by the Letter Reg being put into a CF file the clerk must return it to the Letter Registrar.

No want for training or Processing may be merely "acked" or "form lettered" and then marked "Answered."