

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 4 APRIL 1972

ISSUE II

Remimeo  
Dissem Secs  
Registrar Hats

HOW A REGISTRAR PREVENTS REFUNDS  
OF ADVANCE PAYMENTS

Note: These facts apply to Dept 6 Registrars and Division 6 Public Registrars both.

FACT - WHEN A REGISTRAR TAKES ONLY THE MONEY AND DOES NOT SIGN-UP PERSONS ON THEIR SERVICE CONTRACTS UNTIL THEY ACTUALLY COME INTO THE ORG FOR SERVICE WILL LOSE THE ORG MONEY.

FACT - DROPPED OUT SIGN-UP ACTION OPENS THE DOOR FOR REQUEST OF ADVANCE PAYMENTS, ESPECIALLY WHEN CALL-IN IS SPORADIC OR NOT DONE AT ALL.

FACT - A FIELD WHERE MONEY HAS BEEN TAKEN BUT INDIVIDUALS NOT REGGED OR SIGNED UP WILL LEAD TO AN ARC BROKEN FIELD.

When not properly signed up by a Reg the individual has been given no written guarantee of delivery of service. He's not being cared for and led up the Gradation & Awareness Chart.

THE CORRECT SEQUENCE OF REGISTRATION

1. Interview
2. Sign-up
3. Collect the money
4. Get the individual onto the Service he has signed up and paid for, using Tech Services or if that is deficient, directly.

A Registrar Regs for sign-up of the individual.

Showing interest in, finding out about and really caring for the person, what is he currently doing in Scientology, what his aims in life are all lead up to a successful Reg Interview, followed by a sign-up and payment of the fee.

It would be nonsense for a Registrar "not to have time to be interested in an individual, as she's too busy coping for GI". Heaven forbid! That is part of a Registrar's job. She outflows by showing real honest interest in the individual, answering his questions and giving data. As a result the Reg becomes a safe terminal for the individual, and gets him inflowing to her and part of that inflow would naturally include money.

Pressure tactics or sales talk are never used. They push back against Reg inflow!

A person in the org making his first Advance Payment on a major service is:

- (a) Signed up by the Body Registrar (or the Public Reg if Div 6 got there first).
- (b) Issued an invoice for the money received by the Registrar.
- (c) Given an arrival date for starting the service.
- (d) Written to regularly to get him into the org for service on or before his arrival date.
- (e) Encouraged to complete his Advance Payments so he can come in for service.

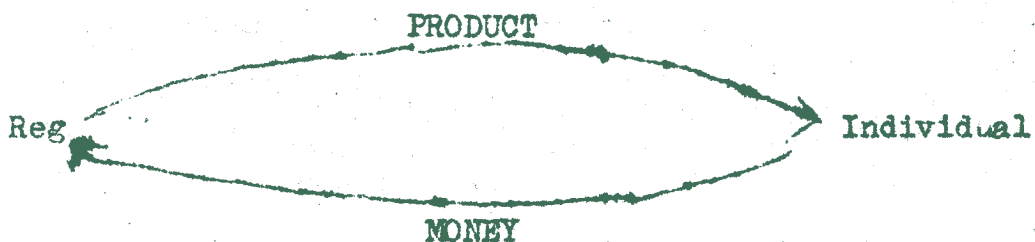
A wrong action would be a person in the org wanting to make his first Payment on a future Service, is shunted over to the Cashier, who takes the money, issues an invoice and credits the money to his "Freedom Account" with the org. Dept 6 now becomes bypassed as they never get to hear of this person, he is in no Advance Scheduling Book, he never gets written to by any Letter Reg or Advance Scheduling Reg and led into the org. He is never heard of again until the months roll on by and he writes in requesting his Advance Payment refunded so he can "buy a car".

DON'T LET THIS HAPPEN, REGISTRARS!

Your Product is:

A PERSON CORRECTLY AND WILLINGLY SIGNED UP FOR A MAJOR SERVICE WHO GETS STARTED ON THAT SERVICE WITH NO DELAY.

In Exchange for this Product (a Valuable) a Registrar receives Money (a Valuable).



You bring about Exchange of your Product by:

1. Interviewing and taking an honest interest in the person.
2. Signing him up.
3. Collecting the money.
4. Ensuring he gets started on the service, with no delay.

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Do this, and you'll have both "Paid Starts" and the  
"Gross Income" out the top of the graph.

Dissem Aide

for

L. RON HUBBARD  
FOUNDER

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