

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

Remimeo HCO POLICY LETTER OF 9 NOVEMBER 1974
EDs, COs
Regs
A/Gs

IMPORTANT
URGENT

REFUNDS AND REPAYMENTS

REFS: (And very important for every Reg and ED, HES and HAS to know these as ignorance of them can cost enormous sums.)

HCO P/L 23 May 69 Page 287 Vol 2 OEC,
HCO P/L 23 May 69 Page 289 Vol 2 OEC,
HCO P/L 23 Oct 63 Page 579 Vol 1 OEC
and Page 344 Vol 3 OEC, HCO P/L 31 July
66 Page 581 Vol 1 OEC and Page 347 Vol
3 OEC, HCO P/L 1 Aug 66 same page, HCO
P/L 3 Feb 69 Issue II Page 582 Vol 1
OEC, HCO P/L 5 Feb 70 Issue II Page
583 Vol 1 OEC, HCO P/L 27 Feb 62 Page
343 Vol 3 OEC, HCO P/L 23 May 65 Issue
II Page 346 Vol 3 OEC.

A REFUND is a return of money after service.

A REPAYMENT is a return of money without the service being taken.

BOTH ARE NOW COVERED BY "REFUND POLICY" AND ARE GOVERNED BY THE POLICY LETTERS ABOVE.

All refund and repayment policy also applies to training.

WARNING

It is very important to acquaint the person asking for refund or repayment with the conditions of receiving his money.

These are given in the policy letters above.

Usually a C/S 53RH or Green Form and handling done by a person who can make list items read (what it takes is given on the new Green Form) cures the customer impulse to run.

So if these are done before a refund or repayment is given usually there is no refund or repayment.

Where your tech is out (verbal tech, lousy TRs, overloaded or untrained C/S) you can expect refunds. Which is silly because it's all in the HCOBs.

Where you don't have a Director of Tech Services (or D of P) calling people in for service when paid or you don't have Auditors or good Supervisors or materials, you can expect repayments. Which is silly because the majority of staff want to be tech trained people!

But no matter which, when you do give refunds or repayments you do it on policy. And the policy is above and when understood and followed you will benefit greatly.

Misunderstood words, withholds, no service are the cause of all your refunds and repayments.

But until you get the org and its tech people to fly right you'll have the problem of refunds and repayments eating up major quantities of GI so you better handle it very on policy.

RECOURSE

It happens that when a person has taken a refund or repayment he often sourly regrets it. The door has been closed in his face and his dream of coming right has been ended.

If an ARC Break Reg were to see such people and an Auditor (who can make lists read and has smooth TRs) were to do a C/S 53RH and possibly a Green Form, the person would sign up again.

BUT the following policy is laid down in all such cases. They must sign a waiver as follows:

WAIVER

Date

City

I _____ having previously
Name in block caps.

requested and received a return of monies, after putting the org to some expense and trouble, do hereby waive any further rights to refund or repayment for any services purchased and do hereby waive any right or claim against any person connected with Scientology as a result of further service.

Signature

Witness

Address

Witness

Address

The above must be run off as a form. A copy of it must go to the A/G and the original to the Continental D/G. A further copy is kept in org files AND A NOTATION OF IT IS MADE ON ANY INVOICE WITH DATE.

Any other legal waivers ordinarily required must also be signed again.

In this way you can open the door when it has been solidly closed.

L. RON HUBBARD
FOUNDER

LRH:nt
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