

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 9 NOVEMBER 1974R
REVISED 2 OCTOBER 1980

Remimeo
EDs, COs
Reges
A/Gs
Missions

(Revisions in Script)
(Ellipsis indicates Deletion)

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 PL 23 May 69	DIANETIC CONTRACT
HCO PL 23 May 69	PARENT OR GUARDIAN ASSENT FORMS
HCO PL 23 Oct 63	REFUND POLICY
HCO PL 1 Aug 66	REFUND ADDITION
HCO PL 3 Feb 69 II	LEGAL STANDARD WAIVER
HCO PL 5 Feb 70 II	SCIENTOLOGY REFUNDS WRIT OF EXPULSION AND WAIVER
HCO PL 27 Feb 62	REFUND OF FEE POLICY REVISED
HCO PL 23 May 65 II	REBATES

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 53 (*latest revision*) 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 53 (*latest revision*) 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 which will be provided by the HCO of the org.

. . .

HCO Area Secretaries should ensure that the Waiver is run off as a form for org use and copies sent to local missions.

Once signed, a copy is kept in Val Docs 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

Assisted by
AVC INT

Approved & Accepted by the

BOARDS OF DIRECTORS
of the
CHURCHES OF SCIENTOLOGY