

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

Remimeo HCO POLICY LETTER OF 23 OCTOBER 1981  
CORRECTED & REISSUED  
8 DECEMBER 1981

STATEMENTS BY STAFF MEMBERS

Due to a remarkable and positive change experienced by individuals and their application of Scientology Technology, staff members routinely communicate these wins with an enthusiasm and fervor that is totally understandable. At times these statements may be interpreted by some to be promises or representations made in behalf of the Church.

The Church, Board of Directors, and Management take no responsibility for statements or claims made by staff members regarding the workability of Dianetics or Scientology or any claims or promises made to public persons, the public or the Scientologist.

Any promises of "cures" or results are not authorized and will not be honored by the Church, its Board of Directors or Management.

L. Ron Hubbard developed and founded Dianetics and Scientology. He's not a director, officer or employee of the Church. He receives no income from Church training and processing and neither owns nor operates the Churches. No staff member is authorized to make claims or promises or statements on his behalf.

The Church is privileged to have the use of his work. His writings are a record of observations and research and are offered by him as such. What he has researched and developed he has reported, and others have used it. One of his most common sayings is "What is true for you is what you have observed yourself." Others, a vast multitude of fully qualified observers, have observed and found that what was true for them was very real in Dianetics and Scientology. It is they, not Ron, who make the claims for the subjects and who have heralded its breakthroughs.

It is not necessary for a staff member to make promises or claims to people who come to the Church for service.

The Church honors ordinary, contractual arrangements in doing all it can to deliver hours of processing or courses. The results obtained by the individual are up to him.

Where, through the fault of the Church, the hours of processing or the course were not available, the responsibility of the Church, the Board of Directors and Management cease with the refund of the donation, then only where the donation itself is fully verified.

If the individual does not report for his hours of processing, course or services when they are available for him, the Church, the Board and Management have no further responsibility in the matter.

Persons applying for or seeking service from the Church or any connected persons should be made aware of this HCO Policy Letter.

Such persons should also sign an attestation that no claims or promises were made to them, that they have inferred none from the works of L. Ron Hubbard.

A reason for this HCO Policy Letter stems from a review of past and current litigation. Some suppressively motivating individuals have attempted to use staff members' statements about the value of Scientology to allege misrepresentation and fabricate false charges against the Church. It goes without saying, of course, that such litigants are usually professionals who hope to make money dishonestly by shaking down organizations, successful individuals or wealthy persons. Oddly, such a person couldn't possibly benefit from Scientology since he means to harm it: Thus, it becomes a foregone conclusion that the person will not benefit. Their percentage is very small, yet society as it is at this time seems to be slanted in the direction of favoring such people's claims even when they lie.

Thus, care must be taken on this point.

All staff members should be aware of the HCO PL and, in offering services or signing people up, must not make promises or claims or statements concerning results but must inform the persons that it is their own responsibility and additionally must obtain attestation in every sign-up that no promises, statements or claims of Dianetics or Scientology were made to them by a staff member, and that they inferred no such promise had been made to them through the works of L. Ron Hubbard.

Nothing in this HCO Policy Letter should be construed as inhibiting any staff member or Scientologist from stating his own opinions, experiences or observations as to the workability of Dianetics or Scientology, but in offering service of any kind, any such statements must be clearly labelled the staff member's personal opinion, and it is not in any way binding upon the Church, its Board, the Management or any other person.

When in doubt what to do or how to answer, the staff member is referred to the book WHAT IS SCIENTOLOGY? also making clear that this volume was not written by L. Ron Hubbard and neither is it Board policy but only an assembly of information for reference.

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