



# Heavenly Parent's Holy Community

## Family Federation for World Peace and Unification

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**Ref. No. FFWPUI 2020-097**

**To: Cheon Eui Won Chairs, Regional Group Presidents, Subregional Directors, National Leaders**

**Cc: Heads of Providential Organizations, Personnel-in-charge in Regional Group**

**Headquarters, Subregional Headquarters**

**From: Heavenly Parent's Holy Community  
Family Federation for World Peace and Unification  
International Headquarters (FFWPU IHQ)**

**Date: 9.4 by the Heavenly Calendar in the 8th Year of Cheon Il Guk (October 20, 2020)**

**Re.: Guidelines on Aftercare Policy with Regard to the Cheonbo Items**

May Heavenly Parent and True Parents' blessings and love be with you all.

We will take action to remedy any issues with the Cheonbo items (including Holy Robes) that True Parents gifted to Cheonbo couples, through a replacement and alteration policy. This is outlined in the chart below. Please inform CheonBo couples accordingly.

### 1. Aftercare Policy According to Item

Item	Aftercare matters	Aftercare Procedure
Cheonbo Holy Robe	Not Received	After reviewing size, Holy Robes will be tailored to fit the individual's height and length of arms, and sent from Korea.
	Incorrect Size	We will exchange items that were sent in the wrong size.
	Upper Gown Alteration	Upper gown will be adjusted in Korea according to the individual's height and length of arms.
	Inner Gown Alteration	If the inner gown does not fit, we will replace it. However, if it is too long, please adjust it yourself (this is usual for holy robes).
Cheonbo Plaque	Mistake in Name	The plaque plate will be re-engraved based on the information filled in the the 'CheonBo Plaque, Cheonbo Card Re-application form.'
Cheonbo Card	Mistake in Name	The card will be reissued if the couple submits the 'CheonBo Plaque, Cheonbo Card Re-application form.'

### 2. Aftercare Policy by Region

Region	Aftercare Procedure
Heavenly Korea	<ul style="list-style-type: none"> <li>• Visit a designated center in Korea and register your item for exchange or alteration. It will be returned by delivery service.</li> <li>• Exchange of items will be possible during the CheonBo Tour (details to be announced later).</li> <li>• Send your item to a designated center for exchange (to correct size) or alteration.</li> </ul>
Heavenly Japan, Heavenly North America	<ul style="list-style-type: none"> <li>• Send your item for exchange or alteration at specially designated centers that will be established in Japan and North America.</li> </ul>
Other Regions	<ul style="list-style-type: none"> <li>• Send your item for exchange or alteration at designated centers in Korea.</li> </ul>

**3. Administrative Details**

- A. Registration period, personnel-in-charge, contact information and further details will be announced later for Aftercare centers designated in each region.
- B. Inquiries: Ms. Song Ga-hyeon, International Headquarters Blessed Family Department  
Email: ffwpuihqcb@gmail.com
- C. Attachment: 'CheonBo Plaque, Cheonbo Card Re-application form'  
Send Re-application form to: ffwpuihqcb@gmail.com

**Family Federation for World Peace and Unification**  
**International Headquarters**

