

MS-06 — Hard Notes: a No, a Complaint, an Apology

Academy · The Message You Still Send · **Optional** · 20 minutes · After one easy send

Never type or paste these into a chat

- Passwords or codes
- Social Security, bank, card, account numbers, or barcodes
- Health details
- Kids' names, schools, teams, or where they will be
- Full addresses, birthdays, or other people's contact details

Use stand-ins: [Landlord], [Teacher], [Kid A], [my street].

1 — Health

No symptoms, medicines, or test results. Write questions on paper. Emergency: 911.

2 — Today's price

Read the shelf tag, store page, or call.

3 — Rules and law

Use the real page or office. Court, eviction, custody, immigration: lawyer or legal aid.

4 — Tax, benefits, scams

No tax, benefit, SSN, or income details.
Password, code, gift card, wire, crypto, or bot-money promise: stop.

Redo the stop check

- ☐ Not legal, court, custody, eviction, immigration, or a lawyer letter
- ☐ Not firing or disciplining someone
- ☐ Not about health
- ☐ Does not claim what the law says
- ☐ Not about money I cannot get back
- ☐ Not grief or big family news

If any box does not fit, stop. Do not use the chat.

1. Filled example

Help me say no politely to a request. Firm but friendly. No excuses I did not give. Plain words, 3 short lines.

i cant run the bake sale this year, too much going on, happy to bake one tray

Good short answer:

Thanks for thinking of me for the bake sale.

I can't run it this year, but I'm happy to bake one tray.

Let me know what day you need it.

Your answer will be worded differently. Check for a clear no, the one offer you made, and no invented excuse.

2. Half-filled practice

Kind: apology

Rough words: sorry i missed the meeting, i wrote the wrong day down, can we talk friday

Ask to use: Plain words, 3 short lines. No excuse I did not give. Firm but friendly. No threats.

Draft:

3. My hard note

Kind: ☐ No ☐ Complaint ☐ Apology

One thing:

Rough words:

- ☐ Firm but friendly
- ☐ No threats
- ☐ No made-up excuse
- ☐ No law claim
- ☐ Any dollar amount is printed on my bill
- ☐ Every fact points to my paper
- ☐ Copied out, cleaned, and sent by me

Success check

- ☐ I redid the stop check
- ☐ The note is firm and calm
- ☐ Every fact came from me
- ☐ I sent it myself or saved it for a person to check

Brake card: If this needs “the law says,” stop · Close the chat and finish by hand · You do not owe anyone a perfect message · Ctrl/Cmd+Shift+T restores a tab · Log out if shared · Private detail pasted? Delete the chat and tell a person · Two honest tries? Stop and book a human.