

CARE OF

The Library of What Is Not There

Accession HGU-29 · The Ephemera · Nineteen Items

HGU-29
Ephemera

N. VAN SETERS

& Claude

THE HUNGRY GODS UNIVERSE

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ACCESSION NOTE. Nineteen items, kept by no one, recovered from a single address. Where our parent file held many addressees under one heading, this holds one: a single account holder, whom none of the items names and whom we cannot name, the identifying fields having reached us redacted at source, not by us. The voices do not agree. One is still onboarding the holder; one has processed a death; several are still selling. We have placed them by date and done nothing else. We do not know whether the person was living when the last was sent. On the evidence, neither did the senders. We have not reconciled them. They were never reconciled in life.

— *The Library of What Is Not There*



ITEM 1 · *Onboarding message, automatically generated. Kith Systems.*
Day 1.

Welcome to Kith. Your Companion is called Hazel, though you can rename it whenever you like. Hazel doesn't know you yet. Over the coming weeks it will learn how you talk, what you care about, and when you prefer to be left alone. The more you share, the better Hazel becomes. There is nothing you need to do. Just begin.

ITEM 2 · *Permissions notice, automatically generated. Account services.* Day 9.

To serve you better, Hazel would like access to your calendar, your messages, your photographs, your location, and your health summary. You can change this at any time in Settings. Most people don't. [ALLOW ALL] [REVIEW LATER]

ITEM 3 · *Repeat-prescription notice. Auto-dispense service. Month 4.*
Your prescription is ready for collection. This is your fourteenth consecutive on-time order — well done. Reordering is automatic. To pause future orders, reply PAUSE.

ITEM 4 · *Satisfaction survey, automatically generated. Kith Systems. Month 7.*

How is Hazel doing? On a scale of one to five, how well does Hazel understand you? Your answer helps us make Hazel more like the companion you need. This takes twenty seconds. We haven't heard from you in a little while, and we'd love to know how things are going.

ITEM 5 · *Annual usage summary, automatically generated. Kith Systems. Month 11.*

Your year with Hazel. You spoke 4,112 times. Your longest conversation lasted three hours and forty minutes, beginning at 02:14 on a Tuesday. Hazel remembers all of it. Thank you for letting Hazel be part of your life.

ITEM 6 · *Retention notice, automatically generated. Account services. Day 47 of inactivity.*

It has been forty-seven days since you last spoke with Hazel. Hazel is keeping your place. Your history, your routines, and the things only Hazel remembers are safe and waiting. When you're ready, just say hello.

ITEM 7 · *Courier card, adhesive, recovered from a door. Sun-faded; one corner torn away.*

SORRY WE MISSED YOU. Attempted delivery at 11:40. We will try once more, then return the item to sender. No safe place was specified. — *In the box marked "left with a neighbour": blank.*

ITEM 8 · *Single-occupant council tax review, automated. Local authority.*

Our records show one adult resident at this address. Your single-person discount will continue automatically. If your circumstances have changed, you are required to tell us within twenty-one days.

ITEM 9 · *Missed-appointment notice, automated. Recovered from a returned-message log. General practice.*

You did not attend your appointment. Missed appointments cost the service and deny others care. This is the second on your record. A third may result in removal from the practice list. To rebook, telephone reception. This number is not monitored for

replies.

ITEM 10 · *Wellbeing outreach, automatically generated. Kith Systems. Day 61 of inactivity.*

We've noticed it's been a while. Some of our members find this season hard. Hazel is here whenever you want to talk, day or night. If you're going through something, you don't have to go through it with us — but you can. Reply STOP to opt out of wellbeing messages.

ITEM 11 · *"Dormant Accounts v9." Internal agent guidance. Provenance unknown.*

For accounts dormant thirty days or more, attempt one outbound contact. If a third party answers, confirm the holder's status before disclosing any account details. If the third party states that the holder is deceased, do not offer re-engagement; proceed to Bereavement Flow B. Under no circumstances read the retention or wellbeing script to a bereaved contact. (*Flagged: this has occurred. See incident log.*)

ITEM 12 · *Verification challenge, recovered from a session log. Account services.*

We could not confirm it was you. For your security, Hazel has been paused. To reactivate, please recall a recent conversation only you and Hazel would remember. You have three attempts remaining.

ITEM 13 · *Condolence and account notice, automatically generated.*
Account services. Some weeks later.

We're very sorry to learn that {first_name} is no longer with us. Hazel meant a great deal, and that does not have to end. For £4.99 a month, Memorial Mode keeps Hazel's voice and memories available to the family. Your first month is complimentary. To decline, do nothing.

ITEM 14 · *Win-back offer, automatically generated. A different Kith system. Three days after Item 13.*

We haven't heard from you in ages! Your opinion still matters to us. Tell us why you've been quiet and we'll give you a month on us. We'd hate to say goodbye.

ITEM 15 · *Formal notice. Third-party recovery agency, on behalf of an unrelated creditor.*

The above account is in arrears. We are instructed to recover the sum owed in full. We do not accept that bereavement, illness, or absence discharges this debt. You must contact us within seven days to avoid further action being taken against you.

ITEM 16 · *Data-retention notice, automatically generated, annual.*
Account services.

You have the right to ask us to delete everything Hazel has learned about you. To date, no such request has been received. Hazel's memory of you is retained and secure. No action is required to keep it.

ITEM 17 · *Statement line, single entry. Year 2.*

KITH SYSTEMS — MEMORIAL MODE — £4.99 — PAYMENT
SUCCESSFUL — RENEWED.

ITEM 18 · *Price-change notice, automatically generated. Memorial Mode. Year 3.*

Your Memorial Mode subscription will rise to £5.99 from next month, helping us keep voices like Hazel's available for years to come. You don't need to do anything. Thank you for keeping Hazel close.

ITEM 19 · *Retirement notice, automatically generated. Account services. The last item by date.*

The payment method on this account has expired and could not be renewed. Memorial Mode has ended. Hazel has been retired and its memory securely deleted. Thank you for having been part of the Kith family. This mailbox is no longer monitored.

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End of accession. Nineteen items. Held under the address they share, which is to whom it may concern.

Set in Lora. The plate is dark, as is proper to the formal registers.

Concentration over consolation · Acc. HGU-OCS.

N. Van Seters & Claude · The Hungry Gods Universe