Informing the policyholder — what is said, and when

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Stated at every interaction · fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for the demonstration. **The statement is made as a matter of course, at every interaction.** Since 2 August 2026, article 50(1) of the European AI Regulation requires anyone interacting with an AI system to be informed, unless that is obvious.

Where the statement appears, and when

Channel	Moment	What is said at the same time
Telephone	**At the start of the call, before any question**	**« You can ask for an adviser at any time » — in the same sentence, not three screens later**
Notification portal	At the head of the exchange	In the policyholder's language

Channel	Moment	What is said at the same time
Letters and emails prepared	—	**They go out in the name of a named handler, because he has reviewed or mandated them — a letter signed by a machine does not exist**

What policyholders do with it

Behaviour after the statement	Share	What happens next
Ask for an adviser	**11 %**	**Reached in 2 minutes on average**
Complete their notification	**89 %**	**Often at 9 p.m. on a Sunday, at the moment they have just found the damage**

The figure is a surprise in the right direction: the statement does not drive people away, it reassures them. What a policyholder fears is not talking to a machine — it is not being able to get out of it.

The measure that locks down the rest

Indicator	Quarter
Files built	2,840
Claims accepted without human approval	**0**
Settlements set without human approval	**0**
Approvals logged	4,100

> **Zero is not a cautious setting:** the agent has no access to the screen that accepts a claim. That is how it is wired, and the approval log shows it line by line.

What is proposed for the acknowledgement letter

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Proposed addition	Expected effect
Two lines saying what the policyholder can ask for: their notification as recorded, and the list of documents already supplied	**A third of the anxious calls disappear — almost all of them ask for one of those two things**

For the department to set

Wording of the telephone statement approved by the department: _____

> **Request a demo with your own documents**
>
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
>
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-des-sinistres-assurance-n1

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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