



Mandate — sending document requests

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Scope, cap, term, withdrawal · 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. **A written mandate IS human approval** — given once, for a named scope, capped, dated, and checkable line by line. It does not replace the department's decision: it moves that decision from the file to the rule.

The two possible arrangements

Arrangement	Who sends	Measured delay before the first request
Without a mandate (current)	The handler, in one click	4.1 days — the time it takes the file to come back up the pile
With a mandate	The agent, within the limits below	40 minutes

The seven limits of the proposed mandate

Limit	Proposed value	Reason
Scope	Requests for documents, and nothing else	No decision letter, no refusal, no settlement offer
Types of loss covered	Escape of water and broken glass	No bodily injury, no dispute, no suspected fraud — those three cannot enter the mandate
Templates	3 templates approved once by the head of department	Not one sentence written outside them
Cap	60 sends a week	An abnormal volume is first a sign of a problem, not of a need
Term	Until 31 December, then signed again	A mandate with no end date is a mandate no one reads again
Withdrawal	One word, at any time, no notice	No effect on files under way
Log	Mandate reference, date and file on every send	Checkable line by line, including after the event

What the mandate never covers

Act	Who does it
Accepting a claim	The handler, signature every time
Setting or offering a settlement	The handler
Refusing cover	The handler
Writing to the policyholder about anything other than a document request	The handler
Touching a bodily injury file, a file in dispute or a file raised for a second look	Outside the agent's scope

What the mandate produced where it has been signed

Measure	Without mandate	With mandate	Annual effect across 4,200 escape-of-water claims
Delay before the first document request	4.1 days	40 minutes	≈ 4 days gained on every incomplete file
Handler time consumed	One click per file, plus the wait in the pile	0	The click was never the cost — the wait was

The decision stays with the department: sign the mandate, or keep the click.
Either way, the 13 requests are written this morning — the mandate only changes when they go out.

To be signed by the head of department

Weekly cap agreed: _____ sends · Mandate end date: _____ · Signature: _____

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.