Mandate — sending document requests

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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**

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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: _____

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-des-sinistres-assurance-n1

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