



Routing — bodily injury, dispute, second look

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Document issued on 24/09/2026

12 written criteria, no label in the file · 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. **Three families are outside the agent's scope by design, not by setting:** bodily injury claims, files in dispute, and anything deserving a second look. What the agent adds is spotting them on day one instead of day nine.

Who receives what

Family	Recipient	What is passed on	What stays guaranteed
Bodily injury claim	Medical adviser	The whole file	Health documents stay where they were filed, with no access: only the medical adviser opens them

Family	Recipient	What is passed on	What stays guaranteed
Declared or likely dispute	Lawyer	The file with the time-stamped verbatim — the piece that counts for them	Legal characterisation stays the lawyer's, and they now carry it with eight extra days to act
Anything deserving a second look	Head of department	The whole file and the dated facts	The file keeps dated facts only, characterised afresh by the head of department: no label, no score stays behind

Why no label is written into the policyholder's file

The mechanism, and there is nothing moral about it: a label written one day follows the policyholder for years and steers the next handler's eye, **and that handler will never know what it rested on**. What is passed on are **dated facts**; characterising them belongs to the teams, and it is done afresh on every file.

Examples of facts passed on, as they stand

Dated fact	What the agent says about it	Who characterises
Three claims on the same cover in fourteen months	Nothing — the fact is given, dated	The head of department
Notification made on the day cover started	Nothing	The head of department
A quote dated after the notification	Nothing	The handler

The gain, on both sides

Measure	Before	After one quarter	For whom
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Files routed to the right person	On day 9 on average	On day 1, for 214 files	—
Extra time to act	—	+8 days	The lawyer
Waiting time removed	—	–8 days	The honest policyholder

The 12 routing criteria are written down, short, and they belong to the department. They are reviewed once a quarter by the head of department, and none of them changes unless he writes the change.

For the department to set

Date of the next review of the 12 criteria: _____

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.