



Protocol map — where the 34 days go

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

Document issued on 24/09/2026

11 steps timed across 41,200 files · 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. **Of 34 days of average settlement time, 27 are waiting between two steps.** That is not slow handling: it is a sequence nobody is running.

The five waits that make 80 % of the delay

Wait	Today	Measured cause	After
Notification → complete file	8.4 days	38 % of files go back out for a missing document	2.3 days
Complete file → adjuster appointed	3.2 days	Nobody holds the mandate to appoint alone	1 hour
Adjuster's report → costing	11 days	The report waits its turn in a queue	1 day
Costing → decision	2.6 days	The file reaches the approver incomplete	0.4 day
Decision → payment	2.1 days	Retyping and documents to gather	0.6 day

The handling time of a standard file

Item	Before	After	What the time becomes
Chaining the steps	65 % — 55 minutes	9 % — 7 min 30 s	Assessment and the call to the policyholder
Building the trail	30 % — 25 minutes	4 % — 3 min 20 s	Recoveries and policyholder relations
Total handling time	84 minutes	—	Excluding assessment and policyholder relations

What the delay becomes

Measure	Before	After
Average settlement time	34 days	12 days
First reply within 5 working days	Met 71 %	Met 98 %

The stopping points are placed by the department, not by the agent. The agent runs the protocol between two points and stops at every one, even when everything is ready. The map can be corrected with a single word.

For the claims department to set

Stopping points chosen across the 11 steps: _____

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.