



Completeness check — 38 % down to 9 %

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

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Verification at notification · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *Completeness is the check that every document required to handle the claim is present. An incomplete file does not move forward — and above all, it moves forward unnoticed.*

What is checked on arrival

Check	Why it matters
Documents required for this claim type	The list is not the same for water damage and for broken glass
Documents required by that policy	Cover extensions call for their own evidence
Consistency of dates	Between notification, invoices and accident report
Policy and endorsements in force on the day of the loss	The point most often discovered too late

What the policyholder receives

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Measure	Before	After
Files going back out for a missing document	38 %	9 %
Average number of round trips	1.7	1.05
Content of the letter	One document at a time	All missing documents, where to find them, what they are for
Notification → complete file	8.4 days	2.3 days

Files went back out 1.7 times because the request was partial, not because the policyholder was careless. A complete letter costs the same stamp as an incomplete one and saves six days on each of the 5,100 standard files.

The cover matching that follows

Element set out	What comes with it
Applicable cover	The policy clause
Excess	Amount and its clause
Limit	Contractual limit for the item
Depreciation scale	Deducted and recoverable depreciation, kept separate
Policy version	The one in force on the day of the loss, endorsements included

The six document request letters have been rewritten, each with the complete list and a plain-language explanation. Twenty minutes of review, and the policyholder stops receiving three letters for one file.

For the department to set

Date for approving the six rewritten letters: _____

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