14 duplicates — 9 certain, 5 proposed matches

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. The firm, the claim forms and the counts are invented; no real person is named. **No file is opened or merged by the agent.** Duplicates are shown before opening.

The two cases, and why they are not handled alike

Case	Count	What establishes it	Handling
Same file	**9**	**Identical fingerprint, bit for bit**	**Held, does not re-enter the queue**
Two photographs of the same form	**5**	Matching policy number, registrations, date and time	**Match proposed, confirmed by the handler**

Why the five are not merged alone

Two closely similar photographs can be **two forms from the same day for the same policyholder** — a pile-up produces two. **Merging wrongly would make a claim disappear, and a disappearance does not show up in a count.** The match is therefore proposed, never applied.

What the batch returns

Batch measure	Value
Filings received	**210**
Duplicate openings avoided	**14**
Of which with no question put	**9**
Clicks asked of the handler	**5**

> **Five clicks this morning**, against **a file reopened three weeks later** — that is the only comparison that counts, and it can be checked against the firm's own logs.

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