62 handwritten areas — and 9 witnesses never contacted

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

Document issued on 09/11/2026

Fictional document

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What is returned in a handwritten remarks box

Returned	Forms	Move expected
Returned word for word, no question	**44**	None
One word set enlarged for confirmation	**18**	**One click**

Every line carries **its position in the image**: the text read lays over the document, line by line.

The 18 words set, grouped by cause

Cause	Words	What resolves it
Photograph taken against the light	**9**	**One line of help on the filing screen**
Pen that did not bite through the carbon pad	**5**	Second copy requested from the introducer
Genuinely dense handwriting	**4**	Confirmation by eye, one second per word

> **The first 9 are not a reading problem, they are a filing problem.** « Photograph it flat, with the shadow away from the window »: one line of help, and they stop arriving.

What these areas give once read, and nobody exploits today

Search across the quarter	Forms found	Of which never followed up
The policyholder mentions a witness	**23**	**9 files with no witness contacted**

On those nine files, the testimony could have changed the split of liability. Six are still within time, and the six references are set out in this schedule.

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