



Missing documents — 231 complete files became 462

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

Document issued on 24/09/2026

Across 486 applications, two years compared · fictitious document

Fictional document — demonstration example

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Fictitious document, produced for the demonstration. **The missing document is the leading cause of withdrawal:** the file goes to sleep, the person does not come back, and **nothing in the registers signals what has just been lost.**

What the agent does, and when

Step	When	Result
Completeness check	On receipt	Documents filed compared with the list in the rules, whatever is missing named document by document
Request for documents	The same day	Through the channel the person chose — letter, e-mail, message or call
Refresh of a document more than three months old	Before the interview	Not discovered during it — that is the correction that took 231 to 462

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.

Step	When	Result
Single reminder	D+8	Then back to the social worker with what is missing and what was attempted

The request lists what is missing, where to obtain it and by when. It never says why the application was filed — a letter can be opened by someone else, read aloud, left on a table.

The result measured over the year

Measure	Last year	This year	What it changes for the person
Files complete on the day of the interview	231 out of 486	462 out of 486	The interview is about the situation, not about a document to look for
Documents returned within 8 days	212	391	The file moves on in the week it was filed
Time from filing to notification	24 days	11 days	Assistance notified thirteen days earlier is assistance paid thirteen days earlier
Files abandoned for want of a reminder	34	0	34 households had filed an application and never came back
Files with a dated next step	—	486 out of 486	No file sleeps in silence

The next step proposed, already trialled

Measure	Effect observed	Decision
Request for documents sent with the form pre-filled from what the CCAS already holds	Across the 63 files of the trial quarter, the return time fell to 4 days	The head of service — live within a day

The person then only has to supply what is genuinely missing. Asking again for evidence the service already holds is the first cause of discouragement — **and the easiest to remove.**

For the CCAS to settle

Reminder interval after a request for documents: _____ days

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.