Flag quality — 14 %, then under 8 %

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

Document issued on 09/11/2026

44 flags unconfirmed out of 312, and what was done about it · fictitious 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.

Fictitious document, produced for the demonstration. **This is the figure the agent publishes about itself, and better that it comes from the agent, counted and followed by its correction, than interview after interview.** It is given with its measured cause, what was done, and the following quarter.

The first pass

Measure	Value	Share
Likely entitlements flagged	**312**	100 %
Confirmed after interview	**268**	**86 %**
Unconfirmed	**44**	**14 %**

The real cause, measured and not assumed

Cause	Number	Explanation

Document more than six months old	**39**	**The condition was met when the document was filed, no longer at the interview**
Scheme conditions revised in the meantime	5	The published text had changed since the flag

What was done

Measure	Effect
Flags limited to documents less than three months old	**An older document triggers a refresh request before any flag at all**
Monthly rereading of the published conditions of the schemes	**3 revisions found last quarter, 41 households concerned, all reviewed**

The following quarter

Measure	First pass	Following quarter	Change
Flags	312	96	—
Confirmed	**268 — 86 %**	**89 — more than nine in ten**	**+7 points**
Unconfirmed	**44**	**7**	**And the 7 were cleared on the documents before the appointment — no extra interview**

The same cause, one notch further — pre-instruction

Measure	Quarter 1	Quarter 2	Cause
Pre-instructions prepared	248	238	—

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Measure	Quarter 1	Quarter 2	Cause
Reworked on substance before the interview	**19 — 7.7 %**	**5 — 2.1 %**	**14 of the 19 came down to an out-of-date document**
due to an out-of-date document	**14**	**0**	**The cause has gone, not merely the symptom**

The rule that holds everything else together — ask rather than infer

Situation	What the agent hands over	What it gives
A document is missing from the file	**What is missing, where it looked, who holds it — and the request already drafted**	**A guessed value would be indistinguishable from a read one**
Income cannot be found	The absence flagged and the request ready to go	**That is what makes 2.1 % a figure you can rely on**

> **An unconfirmed flag never costs anyone an entitlement:** it costs an interview, which is why it gets corrected. **An entitlement never flagged, on the other hand, shows up nowhere — and that is the one that costs.**

For the CCAS to settle

Maximum age of a document that may trigger a flag: _____ months

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