



# Answers to applicants — 14,200 enquiries, four channels

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

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What the agent answers, and what it never says · fictional 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.

**Fictional document**, produced for the demonstration. **The same dated version serves all four channels** — front desk, telephone, e-mail, messaging — **and the agent introduces itself as a digital assistant of the office from the first sentence, in keeping with article 50 of the European Artificial Intelligence Act, applicable since 2 August 2026.**

## The 14,200 enquiries, and what they ask for

| Subject                         | Enquiries a year | Answer available                               | Turnaround before  | Turnaround after |
|---------------------------------|------------------|------------------------------------------------|--------------------|------------------|
| Where has my application got to | 6,840            | Real state of the file, missing document named | 11 days in writing | Under a minute   |

| Subject                                     | Enquiries a year | Answer available                                                   | Turnaround before       | Turnaround after                   |
|---------------------------------------------|------------------|--------------------------------------------------------------------|-------------------------|------------------------------------|
| <b>Which documents am I missing</b>         | <b>2,910</b>     | <b>The document, the line of the form, three ways of filing it</b> | 11 days                 | <b>Under a minute</b>              |
| How do I renew my application               | 1,780            | Step-by-step guidance through the online form                      | Front desk or telephone | <b>Immediate, around the clock</b> |
| Can I add a town or change home size        | 1,460            | Towns and home sizes open given the income declared                | 9 days                  | <b>Under a minute</b>              |
| How many homes like mine are allocated here | 760              | <b>Allocations published by town and home size over 12 months</b>  | Often no answer at all  | <b>A dated figure</b>              |
| Other subjects, passed to a caseworker      | 450              | Handover with the subject noted and the documents brought together | —                       | —                                  |
| <b>Total</b>                                | <b>14,200</b>    | —                                                                  | —                       | —                                  |

## The item measured: answering an applicant about their file

| Item                                                        | Share of the time, before | After       | In minutes                 | Annual volume | Time returned    |
|-------------------------------------------------------------|---------------------------|-------------|----------------------------|---------------|------------------|
| <b>Finding the state of the file and writing the answer</b> | <b>40 %</b>               | <b>10 %</b> | <b>4 min 48 → 1 min 12</b> | <b>14,200</b> | <b>852 hours</b> |

## What is never said, and why that is a service rendered

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: **Page 2 / 4** 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.

| Wording set aside                           | Why                                                                         | What is said instead                                                                                   |
|---------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| « Your home should come through around... » | Allocation is the committee's decision; announcing a date would pre-empt it | The real state of the file, what is missing, and the allocations published for the town over 12 months |
| « You are 214th on the list »               | There is no ranking: the committee assesses application by application      | The real waiting time on the application and its registration date                                     |
| « You have a 70 % chance »                  | A probability produced by the machine would be a decision in disguise       | The number of homes of the size requested allocated in the town last year                              |

**What the applicant gets instead is more useful and more verifiable:** the exact state of their file, the document that is missing, the towns and home sizes they could add given their income, and the public figure for allocations in their town. **Three of those four let them act today; a supposed date would let them do nothing.**

## Annual renewal — 604 removals, 431 avoidable

| Arrangement                                              | Reminders  | Removals avoided, computed on the year just ended | Sending cost                  |
|----------------------------------------------------------|------------|---------------------------------------------------|-------------------------------|
| In place today                                           | 1 reminder | —                                                 | 5,900 sendings                |
| Two reminders — 60 and 15 days                           | 2          | <b>366</b>                                        | around 9,400 sendings         |
| <b>Three reminders — 60, 30 and 8 days (recommended)</b> | <b>3</b>   | <b>431</b>                                        | <b>around 12,600 sendings</b> |
| Four reminders                                           | 4          | 442                                               | around 18,500 sendings        |

**The return stops at three reminders: the fourth recovers 11 more households for nearly 6,000 additional sendings. The recommendation is costed, the decision belongs to the office** — and it changes with a word, in both directions. **A household that confirms its renewal sees the following reminders stop at once; a household that asks not to be contacted on a channel is taken off it immediately, with no effect on its file.**

## The channels, and what they change for access to the service

| Channel                      | For whom                                                                           | Account to create | App to install |
|------------------------------|------------------------------------------------------------------------------------|-------------------|----------------|
| <b>WhatsApp Business</b>     | <b>Households already equipped — reaches people the online form does not reach</b> | <b>No</b>         | <b>No</b>      |
| Chat on the office's website | Households comfortable with the web                                                | No                | No             |
| E-mail                       | Everyone                                                                           | No                | No             |
| <b>Post</b>                  | <b>The 1,140 applications with no digital channel recorded</b>                     | <b>No</b>         | <b>No</b>      |
| Teams, Slack, messaging      | The 7 staff of the department, without changing tools                              | No                | No             |

Number of renewal reminders settled by the office: \_\_\_\_\_

Channels opened to applicants, settled by management: \_\_\_\_\_

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.

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