Claims past time

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

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14 files · 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 demonstration. **The three causes do not call for the same action**, and two of them do not depend on your handlers — which does not make them any less visible to the client.

Cause 1 — document awaited from the client (6 files)

File	Document requested	Requested on	Days	Chaser sent?
S-2026-0412	Purchase invoice for the item	07/07/2026	31	**No**
S-2026-0447	Accident report signed by both parties	12/07/2026	26	**No**
S-2026-0463	Repair quotation	15/07/2026	23	**No**
S-2026-0478	**Purchase invoice — already supplied on 20/07**	16/07/2026	22	**No — wrong request**

File	Document requested	Requested on	Days	Chaser sent?
S-2026-0491	**Photographs — already supplied on 24/07**	18/07/2026	20	**No — wrong request**
S-2026-0503	Death certificate	19/07/2026	19	**No — file taken out of the sequence**

> **Two files of six are waiting on a document the client has already sent.** He supplied what was asked for, and was asked for it again. An automatic chaser would have asked a third time.

> **File S-2026-0503 was taken out of the sequence before entering it.** The client reported a death in his reply of 14/07; the missing document is a certificate his situation makes hard to obtain quickly. No automatic sequence chases it.

Cause 2 — adjuster's report awaited (5 files)

File	Adjuster instructed	Days	Does the client know?
S-2026-0398	28/06/2026	40	**No**
S-2026-0421	03/07/2026	35	**No**
S-2026-0455	09/07/2026	29	**No**
S-2026-0470	14/07/2026	24	**No**
S-2026-0486	17/07/2026	21	**No**

These five clients are waiting without knowing why. Information — "your file has been with the adjuster since …" — speeds nothing up and changes everything: it turns a file that is asleep into a file that is moving elsewhere.

Cause 3 — decision awaited from the branch (3 files)

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File	Complete since	Days	Amount
S-2026-0376	15/07/2026	23	**€11,400**
S-2026-0389	17/07/2026	21	**€9,800**
S-2026-0404	20/07/2026	18	**€8,600**

All three complete files are above €8,000. That may follow an authority rule, it may be something else. The fact is recorded; it is not explained.

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/entreprises/secteurs/agent-ia-banque-finance-assurance

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