



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

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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)

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.

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.

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