



Annual review — what is given back to members, what was reworked

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9,400 files, 22,700 officer hours · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The review has two columns and one measure that does not flatter the agent**: the rework rate of its pre-assessments, its cause and what was corrected.

For members

Measure	Before	After
Average time to notify an award	118 days	61 days
Files with a career record to reconstruct	141 days	68 days
Correction with another scheme	47 days	12 days
Files put on hold for want of a document	1,567 a year	336 a year

Measure	Before	After
Support appointments	26 days of waiting	9 days, and 2,900 more of them
Indicative estimate	Three weeks	48 hours

For staff

Task	Before	After	Hours given back over the year
Reconstructing an incomplete career record	100% — 7 hours	20% — 1 hr 25	7,000
Pre-assessing a file	60% — 1 hr 40	10% — 17 minutes	12,900
Writing a reply letter	40% — 35 minutes	10% — 9 minutes	2,800
Total	—	—	22,700 hours

None of those hours went into processing more claims: they went into support appointments and difficult files, the ones nobody had time to open.

The measure that does not flatter the agent

Measure	Value	Reading
Files reworked by an adviser because the pre-assessment was wrong or incomplete	846 out of 9,400 — 9%	Published by the agent
Of which two families alone	516	Periods completed abroad, apprenticeship before 1990
Rework rate in the last quarter	2.8%	After correction

The cause, and what was done

Family	Precise cause	Correction applied
Periods completed abroad	Application of an internal note of 2019 that was no longer current	The agent no longer concludes: it gathers the documents, sets out the question and refers to the regulatory specialist straight away — in 20 minutes instead of three days
Apprenticeship before 1990	A scan in which two mentions out of three were misread	Same handling: immediate referral, no conclusion

It was not a reasoning problem, it was a source problem — and an out-of-date source produces a wrong answer with the same confidence as a current one. **The remaining 2.8% are individual hard cases, and those belong to the specialists.**

The seven uses, all live

Use	Where it produces its effect
Reconstructing career records	7,000 hours given back, 141 → 68 days
Indicative estimates	Three weeks → 48 hours
Retirement scenarios	Four assumptions compared, member call-backs –31%
Pre-assessment of claims	1 in 6 → 1 in 28 put on hold
Notifications and document requests	2,600 fewer calls, corrections from 47 → 12 days
Information for members	25,400 requests answered around the clock
Appointment booking	26 → 9 days, 2,900 more appointments

Internal note on periods completed abroad — dated and revised on: _____

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