



Documents expected — by member situation

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

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Rebuilt from 9,400 real files · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This list does not say what the procedure provides for: it says what actually made it possible to award without reopening**, situation by situation, across the 9,400 files of the past year.

The documents genuinely needed, by situation

Situation	Share of files	Documents requested before	Documents genuinely needed
Single-scheme career, no unusual period	41%	8	2
Member belonging to several schemes	38%	8, including the other schemes' records	2 — the records are obtained by the fund from the inter-scheme register
Career including assimilated periods	14%	8	1, and it is nearly always already in the document system

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.

Situation	Share of files	Documents requested before	Documents genuinely needed
Periods completed abroad	5%	8	Variable by country — immediate referral to the regulatory specialist
Individual hard cases	2%	8	Determined by the specialist

Assimilated periods are periods not worked but counted, such as compensated unemployment or sickness. A document the fund can obtain on its own is not asked of a 62-year-old — that is the rule that produced most of the gain.

What the list by situation changed

Measure	Before	After	For the member
Files put on hold for want of a document	1 in 6 — 1,567 a year	1 in 28 — 336 a year	1,231 chasers avoided
Cost of one hold	24 days of waiting and a second letter	Removed in 1,231 cases	1,231 members who did not have to wonder why their file was going nowhere
Pre-assessing a file	60% of the handling — 1 hr 40	10% — 17 minutes	—
Annual pre-assessment workload	15,600 hours	2,700 hours	The time given back goes to support appointments

The next step proposed

Action	Expected effect	Who decides
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Push the list by situation into the online claim form	The documents arrive with the claim — the first hold no longer exists	The head of the department
Review the list at every change to the operating rules	A list that does not age in silence	The regulatory specialists

Publication of the list by situation in the form — decided on: _____

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