Who decides what — three actions, six reserved acts

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

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List settled by the head of the department · 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. **It is the brevity of this list that makes it defensible before a supervisory authority.** Three automatic actions, each undoing itself as fast as it is done; six acts that stay with the adviser, each carrying the name of the officer and the time at which they performed it.

The three automatic actions

Action	When	Reversibility
Acknowledge a claim within the hour	As the claim arrives	**If the member replies that they want a person, the claim moves to human handling and stays there**
Book an appointment in a slot the member chose from three	After the request is qualified	**Moved or cancelled on a word, by the member as much as by the reception officer; the slot returns to the offer**

Action	When	Reversibility
Send a correction request in the three approved templates	**Only when the supporting document is in the file**	**The mandate is withdrawn on a word, with immediate effect**

The six acts reserved to the adviser

Act	Why it is not automated
Award a pension	**A decision producing legal effects for a person is not taken on the sole basis of automated processing**
Notify a decision to a member	The notification is the decision itself
Reject a claim	A refusal opens rights of appeal
Correct recorded earnings	**A silent correction is exactly what a check must never do**
Validate a quarter	A validated quarter enters the calculation of entitlement
Settle an individual hard case	It belongs to the regulatory specialist

What the fund can show its supervisory authority

Element kept on every file	What it is for
What the agent read	Reconstructing the reasoning
The source of every quarter	**Answering a complaint about a career record, with the documents to hand**
What was flagged, what was proposed	Separating the agent's contribution from the public servant's decision

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Element kept on every file	What it is for
What was decided, by whom and when	**Human oversight, traceable**

The measures for the year

Measure	Value	Basis
Decisions with a legal or significant effect taken by an agent	**0**	**9,400 files**
Handling a complaint about a career record	**Three days of searching → twenty minutes**	File log
Data-rights requests	62 a year, handled in 20 minutes	Data protection officer's register

An automatic action that has served no purpose in a year should come off the list. The review takes place at every review of the operating rules — it is the brevity of the list that makes it defensible, not its completeness.

List settled by the head of the department on _____ · Next review: _____

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