Chasing plan — five institutions

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96 queries measured over 18 months · fictional document

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> **Fictional document**, produced for the demonstration. **The rhythm proposed comes from the office's own history**, not from a general rule.

What the office's history establishes

Practice	Files observed	Average reply time
Request only, no chaser	56	**41 days**
Request + chaser at D+15	26	**26 days**
Request + chaser at D+8	14	25 days — **nothing more**

An early chaser adds nothing: **it is the institution's internal circuit that sets the pace**, and a chaser at eight days arrives before the file has been opened there.

The proposed rhythm, institution by institution

Recipient	Request	Automatic chaser	Handover

Bank 1	Day the file opens	**D+15**	**Clerk's call at D+30**
Bank 2	Day the file opens	**D+15**	**Clerk's call at D+30**
Insurer	Day the file opens	D+15	Clerk's call at D+30
Land registry	Day the file opens	D+15	Clerk's call at D+30
Heirs	Day the file opens	D+10, shorter	Assistant's call at D+20

> **The chaser goes out on its own; the call stays with the clerk.** A call commits the office's word — it is a conversation, not a reminder.

Rhythm approved by: _____ on _____

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