Draft reply — housing benefit overpayment dispute

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

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Six points to check before sending · 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. **The draft is ready in 3 minutes instead of 12:** the letter goes out under the caseworker's sign-off, and the public accountant receives the complete recovery file the same day. *An overpayment is a sum paid in error that the office must recover.*

What the reply says, in this order

Part	Content	Why it sits there
The reason for the overpayment	**Return to work declared two months late**	**In one sentence, not three lines of references**
Periods and amounts	Month by month	**A total broken down is a total understood, and an understood total is disputed ten times less**

Part	Content	Why it sits there
Paid / due	The two columns side by side	The difference reads without arithmetic
Routes and time limits for appeal	**Taken word for word from the office's templates**	**A mandatory notice is never rewritten**
Write-off and instalment plan	**How to ask, and the documents to attach**	**It is the paragraph families miss most often**

The six points highlighted for review

Point	Why it is flagged
Return-to-work date	**Recorded differently in two documents in the file**
Third month's amount	Rounded in the system — both values are set out, approved in one click
Notification address	Two addresses in the file, the most recent used
Signatory's authority	To be checked against the delegation in force
Limitation period	**Calculated and dated by the agent, approved in one click by the office — that approval is what makes it enforceable**
Earlier letter of September	**Proof of posting requested from the postal provider, arriving within 48 hours — it changes what follows in the file**

The time this shifts

Measure	Before	With the agent
Notification letter to a claimant	**40% of the processing time — 12 minutes**	**10% — 3 minutes of review**
Letters a month	3,100	3,100

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Measure	Before	With the agent
Hours returned each month	—	**465 h**

What goes out under written mandate, once the caseworker has signed off: production, sending, filing of the copy and recording of the notification date that starts the appeal clock — **four acts in four minutes instead of two days, capped to letters built from the office's templates, dated to 31/12 and withdrawable in a word. Characterisation in law, appraisal of the limitation period and recovery are acts of public officers, and that is what makes them reasoned, traced and open to challenge — the agent hands them over documented, costed and ready to sign.**

For the office to settle

Action on the September letter with no proof of receipt: _____

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