



Online procedures — 212 sessions and the written explanation

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Document issued on 24/09/2026

Equal access and the fight against non-take-up · 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 taxpayers least at ease with writing and with digital tools are the ones who decide whether the service is truly delivered to everyone** — and they are the first to give up.

Non-take-up is not receiving what you are entitled to, because you could not or did not know how to ask for it. For a plain-language or easy-read version, pass this content to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes.

Assistance with the online procedure

What the agent does	What stays with the taxpayer
It gives the list of documents to prepare BEFORE starting	They bring their documents

What the agent does	What stays with the taxpayer
It reads the screen with the person and explains what is asked, and why	They choose what they declare
It prepares the content of the request from the documents brought	They enter their own login and validate — that click makes the procedure theirs, therefore valid
It hands over the summary of what was filed and what remains to be done	They leave with it

The taxpayer's credentials are never entrusted to the agent and do not have to be. That is what guarantees that the procedure can never be held against them — and it is also the quickest route: **entry has gone from 24 minutes to 8.**

What it gave over the quarter

Measure	Value	Reading
Assistance sessions	212	—
Carried through to the end	191	The other 21 were waiting on a document to be requested elsewhere, and the request was written for all 21
Most frequent point of abandonment	—	The person starts, a document is missing, they close the window and never come back

The eleven answers, and the material prepared for their adaptation

What is provided	What it contains	Who settles it
Everyday wording	The office's written answer for each of the eleven subjects	The lead case handler

What is provided	What it contains	Who settles it
Plain-language version — complementary agent	Pass this content to the Accessibility, Easy Read and Translation agent	A dedicated agent, and it is not part of what this agent includes
What I prepare for it	The facts, the rule applied, the documents expected and the time limits, subject by subject	The office — the adapted version comes back to it before the counter, because a simplified sentence that changes the law as stated is no longer help

What it changes at the counter

Measure	Before	After
Visits in the quarter concerning one of the eleven subjects	340 out of 900	340 out of 900
What the person leaves with	A spoken explanation	The same explanation in writing, settled by the lead case handler
People coming back a second time with the same question	118	41

The Saturday morning session proposed is run by the agent, with a case handler on call for anything outside the eleven subjects. **Over a trial quarter, 34 people came, 19 of whom had never come during opening hours.**

For the office to settle

Slot for the weekly session: _____

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isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.