



Multi-branch file — 31 days down to 9

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

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Four branches on a single statement · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the file where the single desk is decided**: a farmer on sick leave, a grant claim pending and late contributions, that is four caseworkers and three systems for one person.

What used to happen, across 1,200 files

Finding	Measure
Successive caseworkers on one file	4
Systems consulted	3
Average delay	31 days
What the file was really waiting for	Not a review, but four people being available at the same time

The single statement handed over today

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.

Branch	What appears on the statement	What is checked
Health	Current sick leave and its duration, as notified by the medical service	Agreement with the contribution period
Family	Household composition declared	Divergence found: two years old, does not carry the youngest child — update prepared
Pensions	Periods on the career statement	Continuity of the declared periods
Contributions	Position and any arrears	Income used as the basis for both calculations

The three decisions, and the order to take them in

Decision	Who decides	Rank
Contributions instalment plan	The head of service	1 — the other two assume a member up to date or being brought up to date
Opening the benefit entitlement	The caseworker	2
Award of the grant	The social action committee	3

Time and delay

Measure	Before	With the agent
Handling a complete multi-branch file	100 % — 3 h 20	20 % — 40 minutes
Delay for the member	31 days	9 days
Time given back across 1,200 files	—	3,200 hours

The member stops being the one who carries information between the branches of his own fund. The four caseworkers no longer take turns: they work on the same page, each on what their role allows them to see.

To be settled by the fund

Trigger threshold for the single statement (number of branches): _____

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