



Unclaimed entitlement and abandoned files

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780 members identified, 214 files picked up a month · 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. *Unclaimed entitlement is the gap between the people entitled to a benefit and those receiving it: it almost never comes from a refusal, it comes from the right not being known.*

How the 780 are found

The situation already declared to the fund is compared, file by file, with the written conditions of each benefit. No new data is collected: everything is already there, in one branch or another. It is the service the single desk promises, and that four separate systems prevented.

Population	Volume	Entitlement not claimed
Families	412	Family benefit opened by the declared composition
Farm owners	216	Farm relief support or social action

Population	Volume	Entitlement not claimed
Members close to retirement age	152	Unregularised periods on the career statement — a regularisation now is worth more than a complaint in eight years
Total	780	780 information letters written

The trial, and what it gave

Stage	Volume
Letters sent	120
Claims filed	94
Entitlements opened by caseworkers	81
Files directed to a social worker	13

The files being abandoned

Signal	Action taken	Monthly volume
Claim filed never completed · document asked for twice with no reply	Follow-up in everyday wording, with exactly what is missing	214 files picked up
No movement for 60 days	Summary to the social worker for the 41 files silent for two months	41
Result over the trial quarter	148 completed in three weeks, 27 directed, 39 closed in full knowledge	Against 190 closures with no action a month before

61 % of files followed up on the 30th day were completed without any further letter. The 39 remaining closures are now **decisions, not oversights.**

Unclaimed entitlement stops being a word in a report: it is a list, it has 780 lines, and it is worked through in capped waves, with claims that arrive pre-assessed — 4 minutes instead of 24.

To be settled by the fund

Maximum number of information letters per month: _____

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