Current picture — 41,300 claims and three time items

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

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3 years of files reread · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every measurement below comes from the fund's own files** — 123,900 claims assessed over three years — and not from an outside benchmark. Each line can be recounted on your own records.

The year's flow, scheme by scheme

Scheme	Claims a year	Share of flow	Document density
Housing allowance	**14,200**	**34 %**	**8 documents required — the tax assessment is missing one time in three**
Two discretionary schemes of the board	9,400	23 %	Scales uprated every year
Four other schemes	17,700	43 %	Steadier, fewer documents

Scheme	Claims a year	Share of flow	Document density
Total	**41,300**	**100 %**	**of which 34,000 standard files**

The four documents that explain 8 gaps out of 10

Missing document	Share of incomplete files	Measured cause
Latest tax assessment	**31 %**	**The leaflet does not say which year is expected**
Proof of address less than 3 months old	24 %	The age condition is not legible on the form
Bank details	15 %	Enclosed in a third party's name in one case out of five
Certificate of family circumstances	12 %	Confused with the family record book
Combined	**82 %**	**Rewriting four leaflets is enough to treat the cause**

The three time items measured

Item	Today	With the agent	In minutes
Completeness check on a file	**60 % of preparation time**	**18 %**	**30 min → 9 min** (standard 50-minute file)
Detecting an anomaly on a file	37 % of the time a control takes	**8 %**	22 min → 5 min (60-minute control)
Answering a recurring claimant question	10 %	**8 %**	5 min → 4 min

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What rewriting the leaflets would have changed last year

Measure	Observed	After the 4 leaflets are rewritten
Files incomplete at filing	**46 %**	**12 %**
Files leaving complete the same day	—	**18,900**
Document round trips avoided	—	**2 out of 3**

The 2,180 non-take-up situations detected in the same records are covered by a separate document. They are not the same work: completeness speeds up claims that are filed, non-take-up concerns claims that never are.

For the department to settle

Scheme opened first: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-gestionnaire-prestations

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