Overpayment file — breakdown and notice

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

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Quarter · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. *An overpayment is a sum paid in error that the organisation must recover.* **The decision to recover, to reduce or to waive belongs to the caseworker and their management**; the file below makes it possible after three minutes of reading.

What the file contains, in order

Element	Content	Why it is there
Triggering event, dated	**Change in circumstances, date of effect, document establishing it**	**Without it, the notice asserts instead of explaining**
Month-by-month breakdown	Amount paid, amount due, difference	**Each line stands on its own — the total does not fall out of a global calculation**
Draft notice	On the department's template	Reasoning in plain language

Element	Content	Why it is there
Routes and time limits for appeal	Stated	The claimant's right
Instalment plan and waiver request	**Flagged as available**	**A claimant informed of these two options appeals less and repays better**

What is flagged without being asked

Finding	Volume	Consequence
Overpayments notified in the quarter	**214**	—
of which difference not attributable to the claimant	**61**	**Change declared on time, recorded late by the department**
Marking in the file	**Systematic**	**A matter for the caseworker's judgement before the decision, not after an appeal**
Two stages account for	**44 of the 61**	**That is where the next reduction lies**

What the timing changes

Measure	Before	After
Time to notify an overpayment	**26 days**	**4 days**
Appeals received against these notices	**31 %**	**12 %**

An overpayment notified early is a smaller overpayment: easier for the household to bear, more reliably recovered for the organisation. **And a notice that explains where the sum comes from is challenged less than a notice that merely asserts it.**

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For the department to settle

Amount above which a second review is required: _____ €

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