Equal treatment — 31 wordings down to 14

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

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9 years of letters reread · 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. **Two contributors asking the same question in the same week must get the same answer** — the first criticism made of collection services, and it is corrected in writing.

What nine years of letters show

Finding	Volume	Reading
Different wordings across the 14 subjects	**31**	Nine years of successive caseworkers, each reusing a colleague's letter
of which on the order of allocation of a partial payment	**6**	**Two plainly contradicted each other**
Answers retained after the rewrite	**14**	**One per subject, with its internal source and revision date**
Wordings set aside and kept	17	**With the reason for their withdrawal**

Keeping the discarded wordings is not archiving: it is what lets you answer a contributor producing an old letter. **You know what he received, when, and why it changed.**

What that gives over the quarter

Measure	Previous quarter	Current quarter
Divergent answers on the same subject	—	**0 across 62,000 enquiries**
Complaints about a contradictory answer	**74**	**6, all on letters predating the rewrite**

Those who read French poorly, and those who do not dare call

Provision	Content	Use recorded
Plain-language version of the 14 answers	**Short sentences, one message per sentence, everyday words**	**214 contributors over the quarter, 61 of whom had never written to the body**
A written answer at any hour	**The same 14 answers by email, form or letter, without having to pick up the phone**	**138 of the 214 wrote outside opening hours**

> **Every answer is dated and sourced:** a contributor who disputes knows what he is disputing, and the caseworker knows what he was told. **Any answer amended by a new instruction is rewritten within the 24 hours following its circulation.**

To be settled by the service

Officer responsible for reading the updated answers: _____

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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