Amicable reminder run — 1,840 accounts

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

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The 5th of the month, matched and sorted · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *An amicable reminder is the first letter sent to a contributor whose instalment is unsettled: it precedes any procedure and has no binding effect.* **It is often the only contact a struggling director will have with the body.**

From 2,106 apparent accounts to 1,840 reminders

Stage	Accounts	What happens
Accounts in arrears on the 4th day	2,106	Raw state, before matching
Payment arrived, allocation pending	**266**	**Receive nothing**
Reminders prepared	**1,840**	**Sorted by what the situation calls for**

The sorting, and what each letter carries

Level	Volume	What the letter carries
First reminder	**1,510**	Amount due, instalment concerned, **surcharges applying and how they are calculated, in plain language**, link to request time to pay, direct number
Second reminder	246	**Recalls the first reminder and its date**, which the agent retrieves for each one without reopening a file
Situations flagged without being asked	**84**	**Amount due doubled over two instalments after three years without incident** — referral letter to the support unit, three free slots

The time this shifts

Item	Before	With the agent	What the time given back becomes
Preparing an amicable reminder	**60 % of the task's time — 9 minutes**	**10 % — 1 minute 30**	**2,700 hours across 21,600 reminders, back to the contributors who need a call**

A director called at the first incident settles in one go; the same director, six months later, asks to spread it over twelve. That is why the 84 slipping situations surface before the run, not after.

What stays with the caseworker

Action	Who does it
Reading and approval before sending	**The caseworker, on every letter**
Decision to grant time to pay	**The head of amicable collection**
Calling a director in difficulty	**An officer — that conversation is not delegated**

To be settled by the service

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

Monthly release day for the list of slipping accounts: _____

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

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