



# First-line mandate — 236 questions, capped and dated

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Document issued on 24/09/2026

Pre-litigation and individual files outside the mandate, review at three months · 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. **As long as the mandate is not signed, the agent hands over drafted and sourced answers; it is the lawyer who sends them. The mandate is written, capped, dated and withdrawable with a word: that is what lets the department say yes.**

## The 410 referrals of the year, sorted

| Nature                                                       | Number | Handling                                                                           |
|--------------------------------------------------------------|--------|------------------------------------------------------------------------------------|
| First-line questions backed by a validated point of doctrine | 236    | Answer drafted, dated and sourced — within the mandate                             |
| Substantive questions                                        | 128    | To the lawyer, with the research already done — they no longer wait behind the 236 |

| Nature                                 | Number | Handling                                                                                   |
|----------------------------------------|--------|--------------------------------------------------------------------------------------------|
| Questions that are not for the council | 46     | <b>Go back with the name of the competent service, its address and the exact procedure</b> |

## The mandate, clause by clause

| Clause                  | Content                                                                                                                                                                     |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Scope</b>            | <b>The 236 first-line questions, each backed by a point of doctrine validated by the director, and nothing else</b>                                                         |
| <b>Cap</b>              | <b>No question bearing on a pre-litigation file, a statement in progress or an individual staff situation — those go back drafted within four hours, sent by the lawyer</b> |
| <b>Mentions carried</b> | <b>The source and its date, and the mention that the answer was prepared by a digital assistant of the county council</b>                                                   |
| <b>Control</b>          | <b>A one-page daily record to the director — an answer to correct is caught within the hour</b>                                                                             |
| <b>Term</b>             | <b>Review at three months. Without an explicit decision at the review, the mandate stops — renewal is what requires a signature</b>                                         |
| <b>Withdrawal</b>       | <b>One word from the director, and direct sending ceases within the minute; answers return to drafts for validation</b>                                                     |

## Residents who write directly to the legal department

| Letters received last year                 | Number     | What is handed over                                                                               |
|--------------------------------------------|------------|---------------------------------------------------------------------------------------------------|
| <b>Common administrative law questions</b> | <b>163</b> | <b>Answer in plain terms: the rule, what the resident can do, and by which date at the latest</b> |

| Letters received last year                        | Number | What is handed over                                                                                                                         |
|---------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Plain-language version — complementary agent      | 163    | Pass this content to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes |
| Letters bearing on an individual file in progress | 51     | Handed to the lawyer already drafted, documents alongside — sent within four hours                                                          |
| Pages publishable on the council's website        | 12     | They cover 121 of the 214 letters of last year                                                                                              |

## What the fast first answer changed

| Measure                                  | Comparable quarter last year | Trial quarter                  |
|------------------------------------------|------------------------------|--------------------------------|
| First answer to a referral               | 12 days                      | 2 days                         |
| Appeals brought by informed residents    | 21                           | 9 — and all 9 arrived complete |
| Requests for documents sent to residents | 21                           | 0 — files arrive complete      |

Date of the mandate review, entered in the director's diary: \_\_\_\_\_

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