



Readable notifications — easy-read signed off and accessibility points

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

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1,040 call-backs down to 260 · 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. **The document itself is not touched by a comma: its particulars are what make it valid. What is added is a plain-language companion sheet, enclosed with the mailing.**

What the companion sheet carries

Item	Content	Length
What is expected of the person	In one sentence, at the top	1 line
What they must bring	List of documents	3 lines
Where to attend and when	Address, room, date, time	2 lines
What happens if they do not attend	Written plainly, without procedural wording	2 lines
Who to call to understand	Reception desk, legal advice point	2 lines

The versions available

Version	What changes	Where it comes from
Plain French	The court's usual wording	—
Easy-read	Short sentences, one message per sentence, everyday words rather than procedural ones	« <i>easy to read and to understand</i> »
Registry director's sign-off	Every sheet reviewed and signed off before the first mailing; 3 of the 11 sent back for rewriting	They said “without delay” where the document said “within fifteen days”

The court's website — what is a matter of wording

Point	What was done	Effect
Link labels	Explicit out of context	A screen reader announces the link, not « click here »
Heading structure	Hierarchy put back in order	The page can be navigated by keyboard
What belongs to the code	11 defect sheets ready to send to the supplier	Each with the page, the criterion and the fix expected

The public accessibility standard is the framework that applies to public-sector websites.

The agent handles what is a matter of wording and hands the supplier the list of what belongs to the code — the supplier only has to fix it.

Help with online procedures

What the agent does	What the court user does
It gives the list of documents to gather BEFORE starting	They gather them in one go

What the agent does	What the court user does
It fills the screen in front of the person from the documents brought	They enter their own credentials and click submit — it is that click which makes the procedure theirs, and therefore valid
It reads the screen with them and explains what is asked, and why	They ask their questions as the screen goes

What that gave

Measure	Before	After
Call-backs to the reception desk to understand a letter	1,040 a year	260
Online procedure sessions	—	82 over the quarter, of which 71 went through to the end
of which people who had never set foot in the courthouse	—	38
Saturday morning session	—	29 people over a trial quarter

The commonest abandonment is not technical: the person starts, a supporting document is missing, they close the window and never come back. **Giving the list of documents before starting removes the cause.**

For the court to settle

Slot for the online procedure help session: _____

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