



Accessibility — the settled easy-read version and the fault sheets

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20 answers in two versions · 96 pages reworked · 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. **No easy-read version is published or attached to a letter before being reread and settled by the unit manager — the 20 contents, a little over four hours of rereading in all.**

What now exists in two versions

Content	Plain French	Easy-read	Easy-read version settled
The 14 information subjects	Yes	Yes	All 14, over three rereading sessions
The 6 complaint motives	Yes	Yes	All 6, with close rereading of the appeal deadlines
Guide to filing an online application	Yes	Yes	Settled together with the list of documents

Easy-read — « easy to read and understand »: short sentences, one message per sentence, everyday words rather than administrative ones. **It is the resident who chooses the version, never the agent on their behalf — and a shortened sentence that shifts the meaning of a deadline or of a right of appeal no longer helps the resident: that is precisely what the rereading settles.**

The website: what was reworked, and what goes to the supplier

Point	Handled	Left to do
Explicit link labels	96 pages reworked	—
Heading structure	96 pages reworked	—
Alternative text for images	96 pages reworked	—
Points concerning the site's code	—	11 fault sheets written: page concerned, criterion of the framework, correction expected

Effect measured over the trial quarter: requests to explain a letter already sent go from 312 to 118 a year. 194 requests that no longer need to exist, and 194 residents who understood first time.

Dispatch of the 11 sheets to the website supplier — date: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.