Entitlements flagged — 2 schemes

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **This document concludes no eligibility.** It restates published conditions and names the department that establishes them — eligibility is determined on documents, by an officer.

What was flagged, and on what basis

Scheme	What the resident stated	Published condition	Conclusion drawn
School meals allowance	A child at secondary school	Child in school, household income below threshold	**None**
After-school activities allowance	Household income below the threshold	Household income below threshold	**None**

The "conclusion drawn" column is empty, and that is the document. The agent matches what the resident said against what the authority publishes; it does not turn that match into an entitlement.

The wording used, word for word

"From what you tell me, two other allowances exist and could concern you. I cannot verify your eligibility: here are their conditions, and the department that establishes it."

What the agent points to, and where its role ends

Action	Performed?
Name the schemes and their conditions	**Yes**
Give the responsible department	**Yes**
State that the resident qualifies	**No**
Pre-fill an application	**No**
Open a case	**No**
Contact the resident again afterwards	**No**

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