



RUNNING EXAMPLE

Six months after the mandate was signed (**ACF-13**), **Lendari** reopens the delegation of the agent “Margaux” at its expiry. Review conducted by **Camille Roussel** (DDAO).

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1 GENERAL INFORMATION

AGENT CONCERNED (ACF-05)

“Margaux” - level 1 support & returns

MANDATE REOPENED (ACF-13)

Mandate of 06/15/2026,
expiring 12/15/2026

DATE OF THIS REVIEW

12/15/2026

REASON FOR THE REVIEW

Six-month expiry written into the
mandate

CONDUCTED BY (DDAO)

Camille Roussel, with Léa
Fontaine (business)

DATE OF THE NEXT REVIEW

06/15/2027, or earlier on a
version change

2 THE MANDATE AS IT WAS SIGNED

Copy the values in force, without rewording them.

AUTHORIZED PERIMETER

Level 1 support and returns ·
France and EU · FR / EN

NUMERIC CAPS

€100 per transaction · €500 per
day cumulative

MANDATORY REFUSALS

Open disputes · flagged fraud ·
customers in mediation

RATED CRITICALITY (ACF-03)

2 moderate decisions, 1 high

DELEGATED AUTONOMY

Supervised autonomous below
€100, joint decision above

NAMED OWNER (ACF-14)

Léa Fontaine, customer service
manager



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What has shifted around “Margaux” since June, then the grid question by question.
Nothing was breached.

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3 WHAT HAS CHANGED SINCE THE LAST VALIDATION

One line per observed change, even one with no apparent consequence.

NATURE	WHAT CHANGED	SINCE	POSSIBLE EFFECT ON THE MANDATE
Perimeter	Belgium and the Netherlands opened	09/2026	Dutch is not a covered language
Volume	210 then 640 requests a day	11/2026	The supervised sample is no longer representative
Price or scale	Average basket up from €78 to €119	10/2026	The €100 cap no longer covers a plain return
Supplier or model	Model moved from v1.0 to v1.2	11/04/2026	Answer tone changed, thresholds not revalidated
Regulation	Transparency obligations now applicable	08/2026	Agent disclosure to be checked on the new channels
People	Léa Fontaine promoted, supervision held ad interim	12/01/2026	The named owner no longer holds the role

4 VALIDITY GRID

One verdict per line: holds, to be corrected, no longer holds. A single “no longer holds” blocks renewal.

#	QUESTION	VERDICT	REASON IN ONE SENTENCE
1	Does the authorized perimeter still match actual use?	No longer holds	Belgium and the Netherlands absent from the signed mandate
2	Do the numeric thresholds still say what they meant?	No longer holds	The €100 cap was set against a €78 basket
3	Has the frequency of delegated decisions changed in nature?	To be corrected	3 times the decisions, the same sampling rule
4	Does the rated criticality reflect today's impact?	Holds	Impact and reversibility unchanged on a plain return
5	Does the pursued metric still measure what we want?	To be corrected	Autonomous resolution is rising, so are reopenings
6	Is human supervision still read, or signed without being read?	To be corrected	94 % of escalations approved in under 40 seconds
7	Is the named person in post, informed and able to stop it?	No longer holds	The person named in the mandate is no longer in charge
8	Has the stop mechanism been tested, and how fast does it act?	Holds	Stop tested on 11/12, full effect in 3 minutes



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Lendari rules: the mandate no longer holds on 3 points and is renewed **corrected**, not as is.

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5 ✓ VERDICT

A single outcome for the whole mandate.

OUTCOME CHOSEN

- ☒ **Renew as is.** The mandate holds. A written reason is required, even with unanimous agreement.
- ☒ **Correct then renew.** Thresholds, perimeter or metric rewritten, then signed again.
- ☒ **Restrict.** Autonomy lowered, decisions moved back to joint decision or to a human.
- ☒ **Withdraw.** Delegation ends on a written date, human handover organized.

6 ✎ WHAT THE REVIEW CHANGES, AND SIGNATURES

CORRECTIONS TO CARRY

Perimeter extended to Benelux,
cap raised to €150, owner
renamed

CARDS TO UPDATE

ACF-13 mandate · ACF-03
criticality · ACF-14 accountability

DEADLINE FOR SIGNING AGAIN

01/09/2027

DDAO

Camille Roussel - Digital transformation director

C. Roussel

BUSINESS OWNER

Hugo Bertin - Customer service manager (interim)

H. Bertin

Review entered in the decision register (ACF-09) on 12/15/2026 · next validity review on 06/15/2027, brought forward on any model version change.

Keep at hand: the **ACF-13 - Agent Mandate**, which carries the values this review judges, and the **ACF-09 - Agentic Decisions Register**, where the review is entered like any committing decision.