



RUNNING EXAMPLE

Rhena applies this card to ANNA, its first-level home claims agent (maturity N2), owned by Dr Katrin Ostermann (DDAO).

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1 CONTINUOUSLY · THE ALERTS COME TO YOU

SIGNALS

The €2,500 cap hit, error rate above 1.5%, escalation above 35%, any schedule drift.

WHO WATCHES

The tooling raises the alert; Ines Baumgartner steps in only on an alert.

2 EVERY MORNING · A FEW MINUTES

YOU CHECK

Every morning at 8am: the 6 indicators, the previous day's escalations, the ambers.

AN AMBER

On 20/09, escalation at 41%: noted, the perimeter judged too wide, no blame attached.

3 EVERY WEEK · A SHORT REVIEW

YOU RE-READ

Every Monday, 10% of the week's decisions, written grounds compulsory since 15/03.

4 IF IT CROSSES THE LINE · A REFLEX DECIDED IN ADVANCE

RULE

Stop first, analyse after.

MARGAUX CASE

On 11/03, under-settlement: cut off in 3 minutes in Europe, 40 minutes in the US, cause found in 6 hours, a depreciation schedule still on the 2026 grid.

You do not supervise an agent by watching it, but by having set in advance what raises the alert.