



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 THE TRIGGER CONDITIONS (← ACF-07)

RHENA CONDITION

Error rate above 1.5% over a rolling 24 hours, or a gap between the loaded schedule and the one in force.

2 THE FIVE-STEP PROCEDURE · EACH STEP WITH A DESIGNATED OWNER

1 · DETECT

Automatic alert, 08/12 at 9:02.

2 · CONFIRM

Ines Baumgartner confirms at 9:05.

3 · ACTIVATE

Dr Katrin Ostermann triggers at 9:06, for both entities.

4 · ISOLATE

IT cuts access at 9:08, on both platforms.

5 · CHECK

Human handover confirmed at 9:12, no policyholder left unanswered.



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3 THE QUARTERLY TEST

TEST DATE

08 / 12 / 2027

SIMULATED TRIGGER

Error rate pushed to 3% in pre-production, on both platforms

MEASURED CUT-OFF TIME

180s in Europe, 210s in the US

RESULT

☒ Compliant ☐ To be fixed

ACCESS

Dr Katrin Ostermann and Brian McDouglas, two people, one per entity.

The stop mechanism is not discovered on the day you have to press it.