

## Deliverable 3.3

### Semantic Processing and ML/DL procedures. The Intelligent Interface design

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## 1. Background to the DEUCE project

DEUCE will rely on the successful results obtained within the previous three projects managed by the Consortium: SCAN (2018-2020, JUST-JCOO-AG-2017), EFFORTS (2020-2022, JUST-JCOO-AG-2019) and SCAN II (2018-2021, JUST-JCOO-AG-2017). In its activities, DEUCE will significantly benefit from SCAN II and EFFORTS databases (the former for ESCP Regulation and the latter for EEO and EOP guidelines). From SCAN experience for surveys and interviews for the creation of the comprehensive Roadmap as well as from the strong and supportive network of various stakeholders (i.e., ECC-Nets, legal practitioners, academics). From a methodological perspective, the synergic collaboration among the legal unit partners in conducting a plethora of research activities and hands-on tasks is demonstrated by the successful outputs achieved in the above-mentioned projects. Furthermore, DEUCE's objectives complement and support the EU-LISA widespread efforts to digitalize EU Justice. Currently the front-runner Agency in managing large-scale IT systems, EU-LISA's core activity consists of interoperability, namely the efficient communication and cooperation of IT systems to provide EU law enforcement officials with quicker access to comprehensive information and to improve cross border judicial cooperation. Hence, by promoting the use of EEO and EOP procedures, which offer simplified instruments for the recovery of monetary claims, DEUCE will enable the development of a favorable environment for the large-scale adoption of the e-CODEX Project, now being incorporated into the EU-LISA framework. The envisaged result thus consists of the implementation of an interoperable, secure and decentralised communication network between national IT systems in cross-border civil and criminal proceedings.

## 2. Object and scope of Deliverable

The object of this document is the description of the semantic processing and ML/DL components, which were developed within DEUCE and are now released on the project GitHub page at this link:

[https://github.com/Uzarel/deuce\\_difficulty\\_assessment](https://github.com/Uzarel/deuce_difficulty_assessment).

The European Payment Order (EPO) and the European Enforcement Order (EEO) currently operate based on standard forms.

Specifically, the EPO procedure allows creditors to recover their uncontested civil and commercial claims according to a uniform procedure that operates on the basis of standard forms. The procedure does not require presence before the court. The claimant only has to submit his application, after which the procedure will lead its own life. It does not require any further formalities or intervention on the part of the claimant. EPO procedure includes seven standard forms: Application for a European order for payment (Form A), Request to the claimant to complete and/or rectify an application for a European order for payment (Form B), Proposal to the claimant to modify an application for a European order for payment (Form C), Decision to reject the application for a European order for payment (Form D), European order for payment (Form E), Opposition to a European order for payment (Form F), Declaration of enforceability (Form G).

The EEO procedure can be used for uncontested cross-border claims. It can accompany a judgment, a court settlement or an authentic instrument and it allows this judgment, settlement or instrument to freely circulate in the European Union, by being easily recognised and enforced in another Member State.

To have a judgment certified as a European Enforcement Order (EEO), the judge uses a standard form. Once the European Enforcement Order has been issued by the court, it must be sent to the enforcement authority of the Member State where the debtor lives or where his/her assets are.

EEO procedure includes six forms: European enforcement order certificate - judgment (hereinafter "Form A"), European enforcement order certificate - court settlement, European enforcement order certificate - authentic instrument, Certificate of lack or limitation of enforceability, European enforcement order replacement certificate following a challenge, Application for rectification or withdrawal of the European enforcement order certificate.

The simplification work focused on **Form A** for both the EPO and EEO procedures, as it is the document containing the largest amount of text and the one that end users are required to complete. The process was carried out on the English, Italian and German versions of the forms. The adopted approach operates at both the lexical and discourse levels and relies on state-of-the-art generative language models. Its final implementation also incorporates feedback provided by domain experts as well as non-expert end users.

First, **Section 3** explains the overall strategy adopted for simplifying the text of the European Payment Order (EPO) and European Enforcement Order (EEO) forms. This includes the analysis of the available textual material, the adoption of a mixed LLM-based and expert-driven methodology, and the two complementary simplification levels: lexical and discourse. The lexical simplification process focused on identifying difficult legal terms through quantitative difficulty indices, selecting cross-linguistic candidate terms, and producing aligned definitions and synonyms in English, Italian and German. The discourse-level simplification involved a readability analysis across forms and languages, followed by the generation of simplified text options using GPT-based models. **Section 4** discusses the feedback collected from expert and non-expert users from Project Partners Adiconsum, ZEV and EUBF through a targeted survey and explains how this feedback was integrated into the final interface design. Finally, the deliverable concludes with a description of the interface design, illustrating how the simplified content is embedded into the prototype through features such as switchable simplified texts, definitions of selected most complex terms, synonym panels, integrated PDFs, and other usability enhancements (**Section 5**).

### 3. Text simplification

The textual simplification process for the European Payment Order Procedure and the European Enforcement Order Procedure aims at providing the final user with a simplified, more easily understandable and accessible version of the textual part of the Procedure. However, the Procedure's artifacts, in particular the forms, provide a minimal quantity of textual data. For EPO, Form A, which is the longest and more



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composite document, contains 60 sentences worth more than 5 words for Italian, 46 sentences in German and 57 sentences in the English version. For EEO, the textual material is structurally less rich, as it is mainly composed of brief labels and short explanatory lines attached to the six certificate forms; indeed it contains 24 sentences for the English version, 21 for the Italian one, and lastly 19 for the German one. For the very limited amounts of available target sentences, the possibility of training Machine Learning algorithms for text simplification was ruled out, in favor of a mixed approach based on Large Language Models (LLMs) and expert user feedback. Moreover, since Form A for both the EPO and the EEO contains only a minimal amount of processable textual data, the simplification strategy has been designed to operate on Form A in both procedures.

Text simplification for the European Payment Order Procedure and the European Enforcement Order Procedure has been carried out for Italian, German and English and has been addressed using two independent strategies, designed to cover different aspects of textual simplification and to complement each other:

- **At lexical level:** the goal of this subtask is to help the user understand difficult domain-specific terms. The strategy followed consisted in providing a definition and, where possible, some synonyms or paraphrases of the target term;
- **At discourse level:** this subtask consists in providing the user with a simplified version of a given text passage, while preserving the meaning it conveys along with the most relevant pieces of information.

Both tasks have been carried out adopting an incremental approach, which consists of the following steps:

- Analysis of the textual content of Form A conducted by UNINA researchers, involving both an examination of lexical complexity - aimed at identifying terminology requiring simplification to improve user comprehension - and a readability assessment of the EPO and EEO forms to systematically evaluate the need for discourse-level simplification;
- Initial implementation of text simplification, using (semi-)automatic tools and procedures;
- Design of a targeted survey to verify the effectiveness of the simplification work, followed by preliminary submission to domain experts from Adiconsum, ZEV and EUBF and subsequent elicitation of amendments, corrections, and improvements;
- Administration of the survey to end users to assess the efficiency of the simplification work carried out on the text;
- Integration of expert and end-user feedback into the final model.

### 3.1. Lexical simplification

The goal of lexical simplification is to identify single passages in text, typically single words or multi-word expressions, that could be considered difficult for the user to understand, and to provide the necessary context for clarification, in terms of definition, synonyms, etc. Priority has been given to strictly legal terms.

As the first step, we conducted a difficulty assessment to measure, with the help of quantitative indices, the degree of difficulty of words in the text. To automatically elicit difficult terms to be simplified, we employed two indices:

To automatically elicit difficult terms to be simplified, we employed two indices:

- A binary index (difficult / non-difficult) based on word length in terms of syllables. Longer words are considered potentially more difficult.
- A continuous index based on Zipf frequency (word + lemma), i.e. the average of the Zipf frequency of the surface form and its lemma. Less frequent words are considered potentially more difficult.

The application of the two indices produced, for each project language, a ranking of words sorted by growing difficulty. After manual cleaning (errors, malformed words, acronyms), the ranking has been used for manual selection of candidate difficult terms for lexical simplification. The selection process focused primarily on juridical terms and on terms related to the EPO and EEO Procedure (e.g., “claimant”, “defendant”, “jurisdiction”), excluding in the first instance potentially complex terms that do not belong to the legal field (like terms related to everyday administrative life, e.g., “bank account”, “identification number”, etc.).

The two indices were applied to all word occurrences in the texts of EPO Form A and in the EEO forms for English, Italian and German. For each combination of form and language we computed:

- the number of analysed word occurrences;
- the average Zipf frequency (higher = more frequent = easier);
- the average number of syllables per word;
- the percentage of words flagged as difficult by the binary index (syllables + Zipf).

**Table 1 – Word-level difficulty statistics by form and language.**

Form	Language	N (word occurrences)	Mean Zipf	Mean syllables/word	% difficult words
EEO	EN	208	5.62	1.69	6.2%
EEO	IT	221	5.38	2.43	31.2%

EEO	DE	205	5.31	1.97	10.7%
EPO	EN	1045	5.87	1.61	8.4%
EPO	IT	1050	5.44	2.44	26.9%
EPO	DE	872	5.33	2.07	19.2%

A number of consistent patterns emerge from this analysis:

- In both EPO and EEO, English shows the shortest words on average (around 1.6–1.7 syllables per word) and the lowest proportion of words marked as difficult (between 6.2% and 8.4%). Average Zipf frequencies are also the highest, indicating that the vocabulary used is, overall, more frequent and therefore more familiar.
- Italian has the longest words (about 2.4 syllables per word in both procedures) and the highest proportion of difficult words, reaching 31.2% in the EEO forms and 26.9% in EPO Form A. This reflects both the morphological richness of Italian and the tendency to encode legal concepts in long multi-syllabic nouns and adjectives.
- German words are shorter than Italian ones but longer than English (around 2.0 syllables per word), with a moderate proportion of difficult words: 10.7% in the shorter EEO texts and 19.2% in EPO Form A.

Across all languages, the words flagged as most difficult by the combined indices are primarily legal and procedural terms (e.g. jurisdiction, procedural, giurisdizionale, notificazione, Rechtsbehelf, Hauptforderung), i.e. precisely those expressions that are central to the procedures but potentially opaque for lay users. The quantitative analysis therefore provided a principled, data-driven basis for selecting candidate terms for lexical simplification. The preliminary results of the analysis are available in the GitHub repository at the following link: [https://github.com/Uzarel/deuce\\_difficulty\\_assessment](https://github.com/Uzarel/deuce_difficulty_assessment).

The researchers at VUB then double checked and consolidated the list of terms to simplify, which are provided in the following tables, divided per textual units:

### **EPO - FORM A**

<b>1. Parti/Parties/Parteien</b>		
rappresentanti	representatives	Vertreter
ricorrente	claimant	Antragsteller
convenuto	defendant	Antragsgegner
<b>2. Competenza giurisdizionale/grounds of jurisdiction/ Gerichtliche Zuständigkeit</b>		



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consumatore	consumer	Verbraucher
organo giurisdizionale	court / judicial authority	Gericht / zuständiges Gericht
competenza giurisdizionale	jurisdiction	gerichtliche Zuständigkeit
esecuzione delle decisioni	enforcement of decisions	Vollstreckung von Entscheidungen
convenuto	defendant	Antragsgegner
coimputato	co-defendant	Mitantragsgegner
controversia	dispute	Streitigkeit
trust	trust	Trust
nolo	freight	Fracht / Frachtforderung / Ladung
creditore di alimenti	maintenance creditor	Unterhaltsgläubiger
<b>3. Carattere transfrontaliero della causa / Cross-border nature / Grenzüberschreitender Charakter</b>		
domicilio	domicile / habitual residence	Wohnsitz
residenza	domicile / habitual residence	Wohnsitz
transfrontaliero	cross-border	grenzüberschreitend
<b>4. Informazioni bancarie / Bank details / Bankverbindung</b>		
diritti di cancelleria	court fees	Gerichtsgebühren
convenuto	defendant	Antragsgegner
<b>5. Credito/Principal / Hauptforderung</b>		
interessi	interest	Zinsen
spese	costs	Kosten
credito principale	principal	Hauptforderung
<b>6. Interessi/Interest/Zinsen</b>		
tasso di interesse legale	interest laid down by statute	gesetzlicher Zinssatz
tasso di interesse convenuto tra le parti	interest rate agreed by the parties	vertraglicher Zinssatz
capitalizzazione degli interessi	capitalization of interest	Kapitalisierung der Zinsen
operazione di rifinanziamento principale	main refinancing operation	Hauptrefinanzierungsoperation
<b>7. Spese/Costs/Kosten</b>		
spese	costs	Kosten
rimborso spese	reimbursement of costs	Erstattung der Kosten
<b>8. Dichiarazioni aggiuntive/Additional statements / Zusätzliche Erklärungen</b>		
organo giurisdizionale	court	Gericht



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convenuto	defendant	Antragsgegner
ricorrente	claimant	Antragsteller
penalità contrattuali	contractual penalties	Vertragsstrafen / Vertragsstrafe
<b>9. Opposizione/Opposition / Einspruch</b>		
convenuto	defendant	Antragsgegner
organo giurisdizionale	court	Gericht
opposizione	statement of opposition	Einspruch
<b>10. Organo giurisdizionale/Court/Gericht</b>		
organo giurisdizionale	court	Gericht
competenza giurisdizionale	jurisdiction	gerichtliche Zuständigkeit

## **EEO FORM A**

<b>Step 1</b>		
Organo giurisdizionale	court/tribunal	Gericht
<b>Step 2</b>		
Capitale	Principal amount	Betrag
Interessi	Interest	Zinsen
Spese rimborsabili	Reimbursable costs	zu ersetzenden Kosten
<b>Step 3</b>		
citazione	service of summons	Ladung
sanatoria	cure of non-compliance	Heilung
impugnare	challenge the judgment	Rechtsmittel einlegen / Rechtsmittel

Subsequently, a definition was prepared for each term identified as difficult for end users. To support multilingual consistency, definitions were compiled using a combination of available terminology resources and language-specific references (e.g. IATE - Interactive Terminology for Europe<sup>3</sup>). Given the complexity of defining legal terms in context, the consolidation and refinement of these definitions is being developed iteratively, with further input from the project's legal partners expected to continue throughout the remainder of the project.

<sup>3</sup> <https://iate.europa.eu/home>

## 3.2. Discourse simplification

The goal of discourse-level simplification is to provide a simplified version of a whole text passage, at the same time by retaining essential information and by preserving, as much as possible, the overall meaning. This process has been implemented in three steps:

1. Readability assessment;
2. Simplification via Generative Large Language Model (GPT);
3. User feedback and final implementation.

### 3.2.1. Readability assessment

To assess the need for discourse-level simplification systematically, we first conducted a quantitative readability analysis of the textual material available to end users in the European Payment Order (EPO) and European Enforcement Order (EEO) procedures.

In line with the lexical analysis described in Section 3.1, the focus was on the parts of the procedures that are actually read and filled in by users, and on obtaining comparable measures across languages (EN/IT/DE) and across forms (EPO vs EEO). For the EPO procedure, we worked on Form A and divided the descriptive text into 10 semantically coherent textual units (TUs), aligned across English, Italian and German. Each TU roughly corresponds to one major block of information shown in the interface (e.g. parties, grounds of jurisdiction, cross-border nature, costs). Within each TU, we further split the text into sentences and discarded sentences shorter than 5 words, in order to avoid artificially skewed scores on very short fragments.

For the EEO procedure, the textual material is structurally less rich, as it is mainly composed of brief labels and short explanatory lines attached to the six certificate forms. Here, we therefore took as basic units the individual segments (non-empty lines) associated with each step of the form and, again, excluded segments shorter than 5 words.

For every sentence/segment we computed:

- a language-independent readability index, namely Flesch Reading Ease (FRE), derived from the Flesch–Kincaid family of formulas (higher values = easier);
- language-specific indices:
  - Gulpease for Italian, which is tailored to Italian morphology and sentence structure (higher values = easier);
  - Wiener Sachtextformel for German, widely used for non-fiction German texts (lower values = easier).

Sentence/segment scores were then aggregated:

- per textual unit (TU) and language for EPO Form A;
- per form (EPO/EEO) and language for an overall comparison.

Table 2 reports the average Flesch Reading Ease per form and language, together with the corresponding Gulpease (IT) and Wiener (DE) scores computed over all analysed sentences/segments.

**Table 2 – Average readability by form and language (↑ = higher = easier; ↓ = lower = easier).**

Form	Language	FRE ↑	Gulpease ↑	Wiener ↓
EPO	EN	49.66	—	—
EEO	EN	55.62	—	—
EPO	IT	43.25	52.35	—
EEO	IT	52.94	65.29	—
EPO	DE	41.89	—	11.11
EEO	DE	51.39	—	10.89

A few patterns emerge clearly:

- Across all three languages, EEO texts are easier to read than EPO texts.
- English is consistently the easiest version, with higher FRE scores and no language-specific penalties.
- Italian and German show the lowest FRE scores, and the Italian version also records markedly low Gulpease values. Together, these indicators show that the user-facing EPO Form A is significantly more difficult to read in these two languages, particularly in Italian.

These global results support the design choice described in Section 1: Form A of the EPO procedure, especially in Italian and German, is the primary target for discourse-level simplification, while EEO texts, although still technical, are comparatively less complex.

To better understand where complexity is concentrated within EPO Form A, we examined readability at the level of the 10 textual units used later in the simplification workflow. Table 3 shows, for each TU, the average Flesch Reading Ease in the three languages, together with Gulpease (IT) and Wiener (DE) scores (↑ = higher/easier for FRE and Gulpease; ↓ = lower/easier for Wiener).

**Table 3 – Readability scores per textual unit in EPO Form A (↑ = higher = easier; ↓ = lower = easier).**

Textual Unit	FRE EN ↑	FRE IT ↑	FRE DE ↑	Gulpease IT ↑	Wiener DE ↓
Parties	42.06	38.84	33.98	47.86	12.04
Grounds of jurisdiction	48.90	47.24	29.74	60.20	12.74
Cross-border nature	14.97	35.66	25.05	60.05	13.82
Bank details	76.80	40.97	49.42	52.19	10.37
Principal (amount of claim)	50.56	66.70	34.72	61.75	13.85
Interest	53.56	46.64	48.14	50.40	10.29
Costs	56.25	70.48	58.34	63.44	6.95
Additional statements / further info	41.89	30.84	31.43	45.34	13.91
Opposition	47.92	38.46	38.87	43.86	11.40
Court (choice of court)	70.14	1.66	63.50	27.57	7.50

A few units stand out as particularly complex:

- Grounds of jurisdiction
  - FRE scores are relatively high in Italian (47.24) and English (48.90), and lower in German (29.74). However, these values underestimate the actual difficulty of the passage. The text outlines the legal reasons that justify which court has jurisdiction over the case, combining dense legal terminology with long and syntactically complex sentences. Despite the numerical scores, which is basically a false positive, this section remains difficult for non-expert users.
- Cross-border nature
  - Very low FRE in English (14.97) and also low in German (25.05).
  - This TU explains under which conditions the EPO can be used (different Member States for claimant/defendant or other cross-border elements). However, it is a false positive, as the metric is derived solely from 3 sentences on average, of which two are particularly difficult.
- Additional statements / further information

- Moderately difficult in English (FRE 41.9), but clearly harder in Italian (FRE 30.8, Gulpease 45.3) and German (FRE 31.4, Wiener 13.9).
- Here users are invited to provide free-form explanations about complex situations (e.g. multiple defendants, joint liability), which again leads to long sentences and a high concentration of legal terminology.
- Court (choice of court)
  - Very strong cross-linguistic asymmetry: while the English and German versions are relatively accessible (FRE 70.1 and 63.5, respectively), the Italian version is extremely hard (FRE 1.7, Gulpease 27.6).
  - The Italian text combines long multi-syllabic legal expressions with nested conditions about jurisdiction, making it an obvious target for simplification.

By contrast, units that encode more concrete and familiar information, such as Bank details, Principal and Costs, tend to show higher readability scores, especially in English and German, and higher Gulpease values in Italian. This suggests that the primary barrier is not the mere presence of legal terms, but the combination of complex legal reasoning, dense sentence structure and likely the frequency a layperson finds themselves dealing with such terms in their everyday life.

A clearer picture of the EEO form emerges when we look at readability per step, rather than at individual segments. For this purpose, we grouped all analysed segments (with at least 5 words) by step and language, and computed average readability scores over each block:

- Step 1 – Identification of the Member State of origin, the court/tribunal issuing the certificate, and the parties (creditor/debtor).
- Step 2 – Description of the monetary claim as certified (principal amount, currency, interest, costs, periodical payments).
- Step 3 – Information on enforceability of the judgment, on procedural safeguards and service of documents (consumer contracts, service of the initiating document, service of summons, cure of non-compliance with minimum standards, etc.).

Table 4 reports, for each step, the average Flesch Reading Ease in the three languages, together with Gulpease (Italian) and Wiener Sachtextformel (German).

**Table 4 – Readability scores per step in the EEO form (↑ = higher = easier; ↓ = lower = easier).**

Step	FRE EN ↑	FRE IT ↑	FRE DE ↑	Gulpease IT ↑	Wiener DE ↓
1 - Court and parties	55.47	43.10	55.90	64.75	11.15
2 - Certified monetary claim	72.19	68.95	68.90	81.63	6.06

Step	FRE EN ↑	FRE IT ↑	FRE DE ↑	Gulpease IT ↑	Wiener DE ↓
3 - Procedural safeguards/service	44.62	49.81	44.05	59.18	12.42

A number of observations can be made:

- Step 2 (monetary claim) is clearly the easiest block across all three languages.
  - Flesch scores are high (72 in English, 69 in Italian and German), Gulpease is also high for Italian (81.6), and Wiener is comparatively low for German (6.1).
  - This step mainly contains concrete, numerical information (amounts, dates, currencies), with relatively simple sentence structure and more familiar vocabulary.
- Step 1 shows moderate difficulty, with a marked asymmetry for Italian.
  - English and German are in the mid-50s on Flesch, compatible with reasonably accessible administrative text.
  - The Italian version, however, drops to 43 on Flesch, despite a fairly good Gulpease (64.8), reflecting a higher concentration of long, multi-syllabic legal expressions in the labels identifying the court and the parties.
- Step 3 is the most complex step overall, especially in German and, lexically, in Italian.
  - Average Flesch scores drop to 44–50 in all three languages; Gulpease decreases to 59 for Italian, and Wiener increases to 12.4 for German, which is typical of dense expository legal text.
  - At the lexical level, Step 3 segments in Italian contain on average about 2.5 syllables per word and more than one third of words are flagged as difficult, while in English the corresponding figures are clearly lower (1.8 syllables per word and < 10% difficult words).

This step concentrates explanations about consumer protection, service of documents and procedural remedies, which tend to be formulated through long nominal groups and multiple subordinate clauses.

### 3.2.2. Text simplification via Generative Pre-trained Transformer Models

After assessing readability, for each textual unit a set of possible simplified options must be created. Given the small amount of available texts, training an ad hoc model for textual simplification was not a viable option, so we opted for taking advantage of recent developments in text generation using Generative Pre-trained Transformer models (GPT).

For the DEUCE platform, simplification options were generated using OpenAI's ChatGPT API, based on the original textual units. To produce a sufficiently diversified

set of options, we used three different prompts translated into the project languages and we experimented on different values for GPT's parameters Frequency Penalty, Presence Penalty and Temperature.

The different prompts relied upon are the following:

English:

- *Prompt A: "Simplify this text for a non-expert user:" TEXTUAL UNIT*
- *Prompt B: "Summarize this text for a non-expert user:" TEXTUAL UNIT*
- *Prompt C: "Simplify this text for a non-expert user while retaining essential information:" TEXTUAL UNIT*

Italian:

- *Prompt A: "Semplifica questo testo per un utente non esperto:" TEXTUAL UNIT*
- *Prompt B: "Sintetizza questo testo per un utente non esperto:" TEXTUAL UNIT*
- *Prompt C: "Semplifica questo testo per un utente non esperto, conservando le informazioni essenziali:" TEXTUAL UNIT*

German:

- *Prompt A: "Vereinfachen Sie diesen Text für einen nicht fachkundigen Benutzer:" TEXTUAL UNIT*
- *Prompt B: "Fassen Sie diesen Text für einen nicht fachkundigen Benutzer zusammen:" TEXTUAL UNIT*
- *Prompt C: "Vereinfachen Sie diesen Text für einen nicht fachkundigen Benutzer unter Beibehaltung wesentlicher Informationen:" TEXTUAL UNIT*

On the other side, the single parameter values are used to model the variance of the generated text(s). Both Frequency Penalty (FP) and Presence Penalty (PP) control the frequency of word repetitions in the generated text, thus enabling for a variegated vocabulary usage and modeling the ability of the system to produce paraphrases and/or to expand/hold the semantic domain with respect to the input text.

The rationale between this design was to test, in the simplification strategy, different degrees of freedom of the generated text with respect to the original text, in order to understand what mixture of features would provide an actual simplification for the user, without losing aspects of meaning crucial to the proper understanding of the text.

## 4. Expert feedback and final implementation

To ensure the quality of the simplified content, we relied on feedback from both domain experts and non-expert end users, including project partners Adiconsum, ZEV, and EUBF. First, the partners reviewed the simplified texts and assessed whether they were actually easier to understand while remaining accurate. They manually evaluated and corrected the simplified forms.

After this initial expert review, we designed a survey in Italian, English, and German to gather feedback from both expert and non-expert end users. For the survey, we focused on the parts of the forms previously identified as the most complex, based on the readability assessment conducted by UNINA researchers and expert feedback from VUB researchers. These selected passages were then simplified with the support of GPT-based tools.

We therefore developed a targeted survey to present and test the simplified versions of the forms.

Two different simplification outputs were included in the survey, depending on the level of technicality of each passage.

- For **less technical sections**, we used the output generated with Prompt A: *"Simplify this text for a non-expert user."*
- For **highly technical sections** - namely those containing specialised terminology or references to EU regulations - we used the output generated with Prompt C: *"Simplify this text for a non-expert user while retaining essential information: [TEXTUAL UNIT]."* This approach ensured that the simplified version remained faithful to the original text and preserved the necessary level of precision required for legally relevant content.

Outputs were included in Italian, English, and German.

The survey was divided into three sections. In the first section, we introduced the DEUCE project and its main objectives and explained the purpose of the survey: to evaluate whether the simplified versions of two European forms - the European Payment Order (EPO) and the European Enforcement Order (EEO) - were clearer and easier to use compared to the original versions.

In the second section, respondents were asked general background questions, including whether they had legal training, their language proficiency, age group, and (optionally) their field of work.

In the third section, participants were shown both the original and simplified texts and were asked to rate the clarity of the simplified versions. Questions included:

- How easy was the simplified language to understand compared to the original?
- Were the instructions easier to follow?
- Was the structure of the simplified form clearer?
- Which aspects improved the most?
- Which steps of the forms remain difficult, even after simplification?
- Does the simplified version maintain the same legal meaning and accuracy?
- Would you recommend replacing the original form with the simplified one?

These questions were asked for both the EPO and the EEO forms. All responses were collected anonymously. Our Partners from Adiconsum, ZEV and EUBF, supported by the VUB team, proceeded with the dissemination of the survey among their members. The full text of the two surveys (EN and DE), along with the results, are available in the GitHub repository<sup>4</sup> for this deliverable.

## 4.1 Profile of Survey Respondents and Cross-Language Demographic Differences

Most respondents to the **English** survey reported having a background or experience in the legal field (77.8%), whereas the majority of respondents to the **Italian** and **German** surveys did not have such a background (67.3% for Italian and 62.5% for German). This difference reflects the distinct dissemination channels: the Italian and German surveys were circulated among members of the consumer associations Adiconsum and ZEV, while the English survey was distributed primarily within EUBF, whose membership largely consists of legal professionals.

Conversely, respondents to the Italian and German surveys were predominantly **native speakers** of the language in which they completed the questionnaire, while the English survey showed a more heterogeneous linguistic profile: only 5.6% of respondents were native English speakers, 31.5% reported fluent or advanced proficiency, 46.3% indicated an intermediate level and 16.7% stated they had only basic knowledge of English. This distribution is consistent with the fact that the European Bailiffs' Foundation includes members from across the EU, many of whom are not native English speakers.

Regarding age groups, responses to the English survey came mainly from individuals aged 26–40 and 41–60, with 7.4% aged 60+ and 5.6% aged 18–25. The Italian sample displayed a similar pattern: nearly half of respondents were aged 26–40, followed by 25% aged 41–60, 26.9% aged 60+, and 5.8% aged 18–25.

The German sample differed slightly: 42.9% of respondents were aged 41–60, 35.7% were 26–40, 16.1% were 18–25, and only 5.4% were 60+.

Turning to respondents' views on the simplification of the EPO and EEO forms, the results showed a degree of heterogeneity across both forms and the three language versions of the survey. Specifically, for the EPO forms:

## 4.2 General public feedback analysis on EPO simplified form

### Italian version

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<sup>4</sup> [https://github.com/UzareI/deuce\\_difficulty\\_assessment](https://github.com/UzareI/deuce_difficulty_assessment)



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**Nel complesso, quanto è stato facile comprendere il linguaggio utilizzato nella versione semplificata rispetto all'originale?**

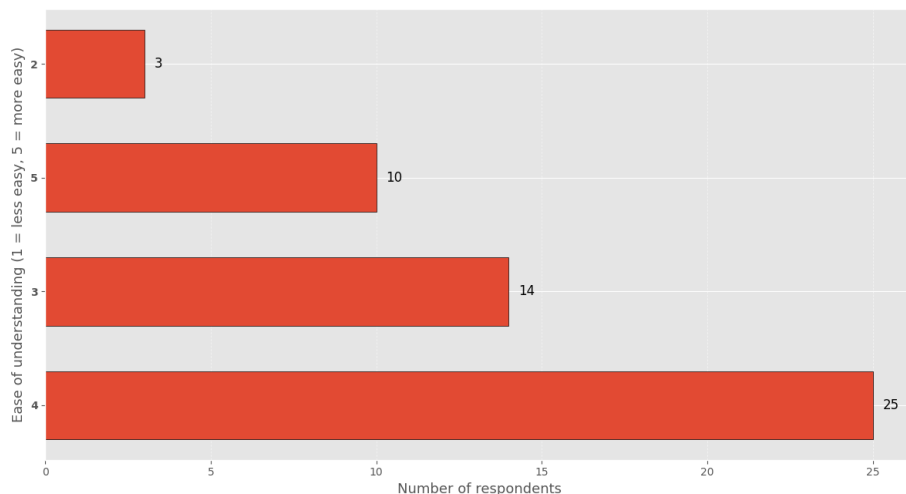


Figure 1: Understandability of the Simplified EPO Form – Italian Survey Results

Focusing on the **EPO form**, respondents to the **Italian** survey generally evaluated the simplified version positively. Using a scale from 1 to 5—where 1 indicates lower ease of understanding and 5 the highest level—**25 respondents** rated the simplified form as *more understandable than the original* (score of 4). **Fourteen respondents** assigned it a score of 3, while **ten respondents** considered it *highly understandable*, giving the maximum score of 5. Only **three respondents** assigned a lower rating (score of 2).

**Le domande e le istruzioni risultavano più facili da seguire nella versione semplificata?**

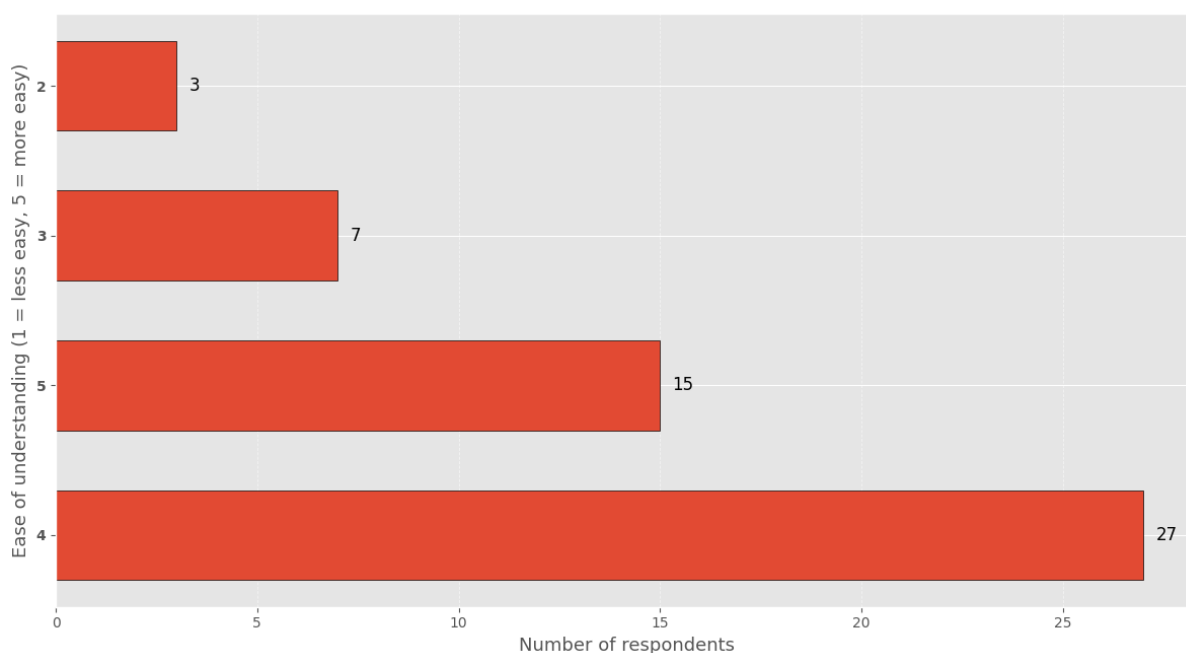


Figure 2: Ease of Following Questions and Instructions in the Simplified EPO Form – Italian Survey Results

Regarding the clarity of questions and instructions in the simplified EPO form, the majority of Italian respondents expressed a positive evaluation. Twenty-seven respondents rated the simplified version as easier to follow (score of 4 out of 5), while fifteen respondents considered it *very easy to follow*, assigning the maximum score of 5. Seven respondents gave a score of 3, indicating a neutral stance toward the simplification. Only three respondents felt that the simplified version was not easier to follow, giving it a score of 2.

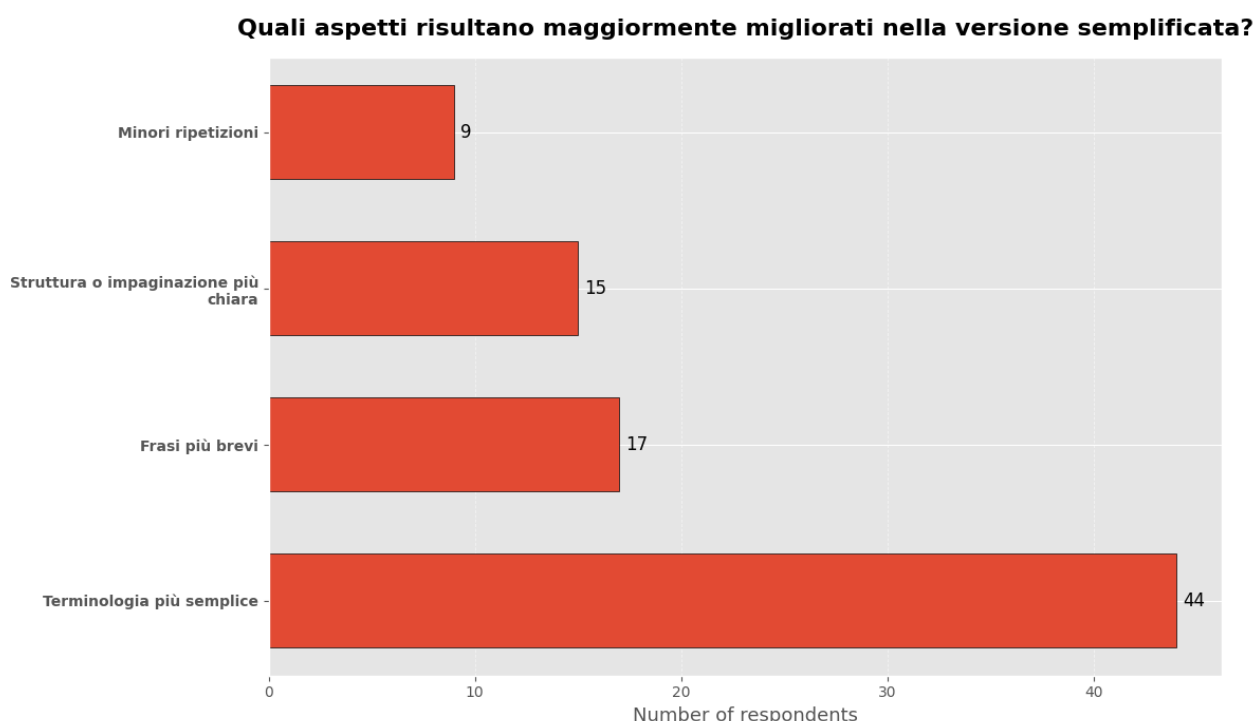


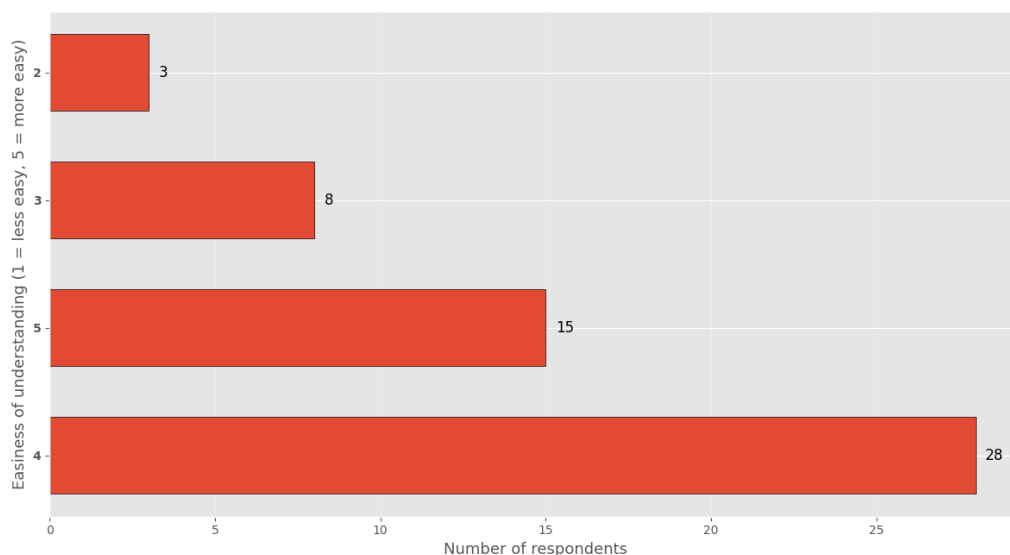
Figure 3: User-Identified Improvements in the Simplified EPO Form – Italian Version of the Survey.

More specifically, respondents identified “simpler terminology” as by far the most improved aspect of the simplified version, with 44 selections, indicating that vocabulary clarification and the removal of technical jargon were perceived as the most effective enhancements. The second most frequent choice, with 17 responses, is “shorter sentences”, suggesting that respondents particularly valued interventions that improved both lexical and syntactic clarity. Improvements relating to structure or layout were also noticed, though to a lesser extent, with 15 mentions. By contrast, the reduction of repetitions appears to have had a more limited impact, receiving 9 selections. Overall, the chart indicates that users considered linguistic simplification - especially clearer terminology and more concise phrasing - the most successful component of the simplification work.

## English version

As for the results of the english version of the survey, the simplified version of the EPO form was generally perceived as much easier to understand than the original. The majority of respondents (28) rated the ease of understanding as 4 out of 5, showing that most users found the language significantly clearer. An additional 15 respondents gave the maximum score of 5, confirming that a substantial share considered the simplified version *very easy* to understand. A smaller group of respondents (8) provided a neutral score of 3, suggesting that for some the simplification did not substantially change their level of comprehension. Only 3 respondents assigned a score of 2, indicating that very few found the simplified language less helpful. Overall, the distribution shows a strong positive trend in favour of the simplified linguistic version.

**Overall, how easy was it to understand the language used in the simplified version compared to the original?**



*Figure 4: Understandability of the Simplified EPO Form – English Survey Results*

Most respondents found the questions and instructions in the simplified version easier to follow than in the original. The largest group, 28 respondents, rated the simplified version with a 4 out of 5, indicating that they perceived a clear improvement in clarity. An additional 15 respondents assigned the maximum score of 5, confirming that a substantial share found the instructions *very easy* to follow after simplification. A smaller group of 8 respondents gave a neutral score of 3, suggesting that for some the simplification did not significantly change their experience. Only 3 respondents rated the simplified version with a 2, indicating limited difficulty. Overall, the distribution strongly suggests that the simplification process made the questions and instructions considerably easier to understand for the majority of users (See figure X).

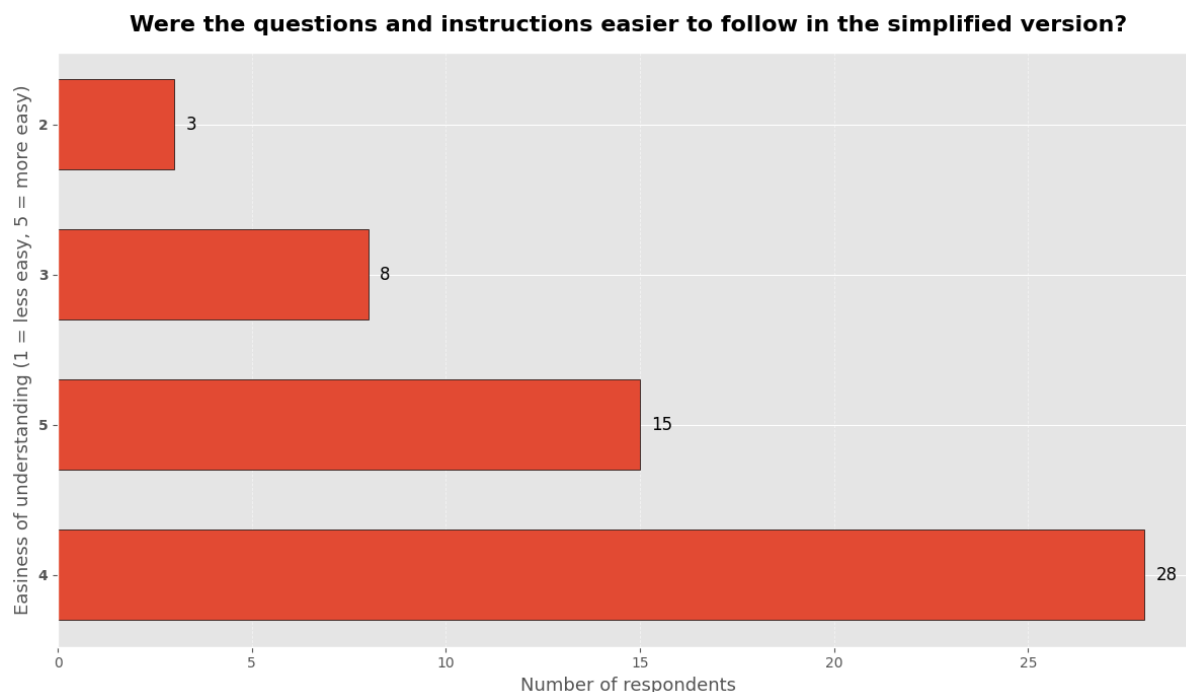


Figure 5: Ease of Following Questions and Instructions in the Simplified EPO Form – English Survey Results

Once again, respondents perceived *simpler terminology* as the most improved aspect of the simplified version, with 36 selections, indicating that reducing legal and technical complexity had the greatest positive impact on comprehension. *Shorter sentences* were also highly appreciated, with 31 respondents identifying them as a key improvement, suggesting that syntactic simplification played an important role in enhancing readability. A clearer layout or flow was mentioned by 17 respondents, showing that structural and visual adjustments were also noticed, though to a lesser extent than linguistic changes. Finally, *fewer repetitions* received 8 selections, making it the least frequently cited improvement. Overall, the results suggest that lexical and syntactic simplification were the most effective strategies in making the form easier to understand, while structural refinements provided additional - but comparatively smaller - benefits.

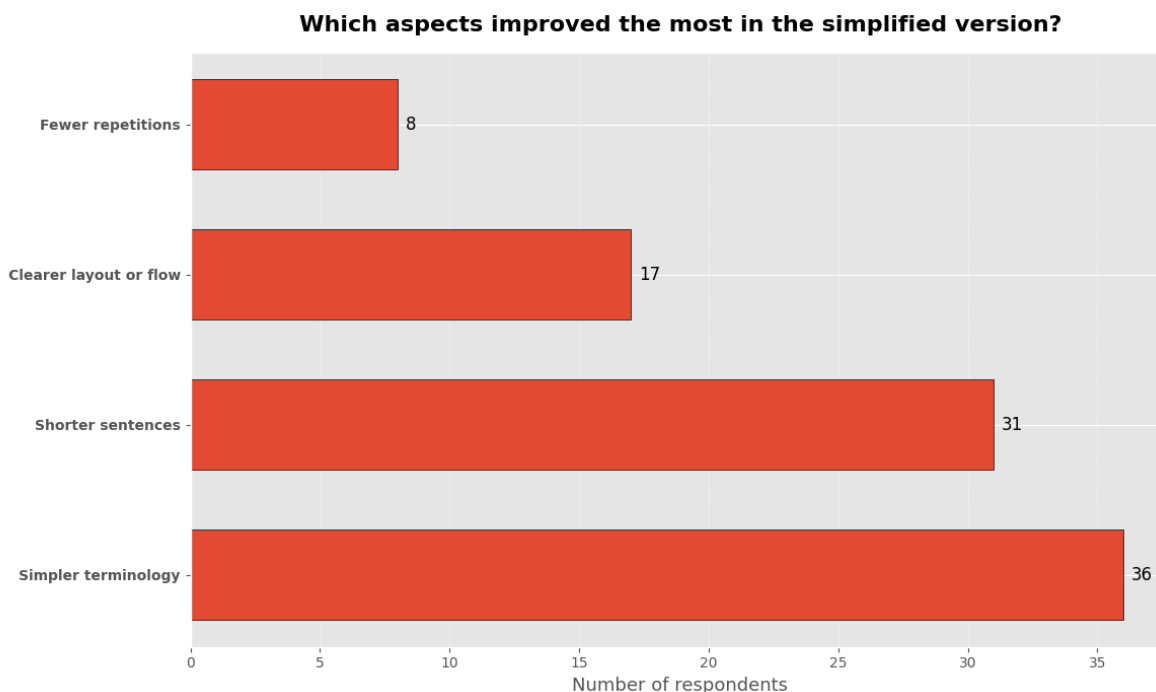


Figure 6: User-Identified Improvements in the Simplified EPO Form – English Version of the Survey.

## German version

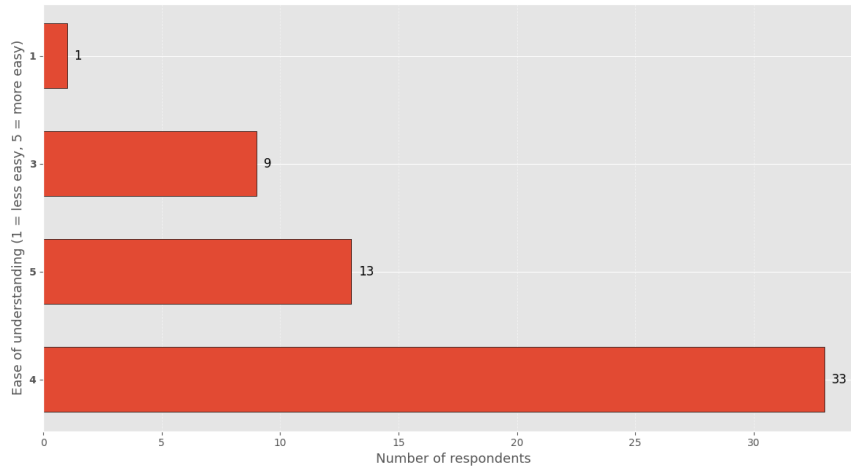
Respondents to the German version of the survey generally found the language used in the simplified EPO form easier to understand than in the original version. The majority of participants (33 respondents) rated the simplified language with a 4 out of 5, indicating a clear perception of improved clarity. A further 13 respondents assigned the maximum score of 5, suggesting that many found the simplified version *very easy* to understand. Nine respondents provided a neutral rating of 3, showing that for some the simplification did not significantly change their level of comprehension. Only one respondent rated the simplified language with a 1, indicating that negative perceptions were extremely rare, but still existing. Overall, the distribution reflects a strong positive trend, with most users recognising substantial benefits in the simplified linguistic version of the EPO form.



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**Wie leicht war es insgesamt, die in der vereinfachten Version verwendete Sprache im Vergleich zur Originalversion zu verstehen?**



*Figure 7: Understandability of the Simplified EPO Form – German Survey Results*

The questions and instructions in the simplified EPO form we found easier to follow than in the original. The largest group, 32 respondents, rated the simplified version with a 4 out of 5, indicating a clear improvement in usability. A further 14 respondents assigned the maximum score of 5, suggesting that many found the simplified instructions *very easy* to follow. Eight respondents provided a neutral rating of 3, showing that for some the simplification did not substantially change their experience. Two respondents rated the simplified version with a 2, indicating minimal negative feedback. Overall, the distribution reflects a strong positive perception of the simplified instructions, with the vast majority recognising clear benefits in terms of clarity and ease of use.

**Waren die Fragen und Anweisungen in der vereinfachten Version leichter zu befolgen?**

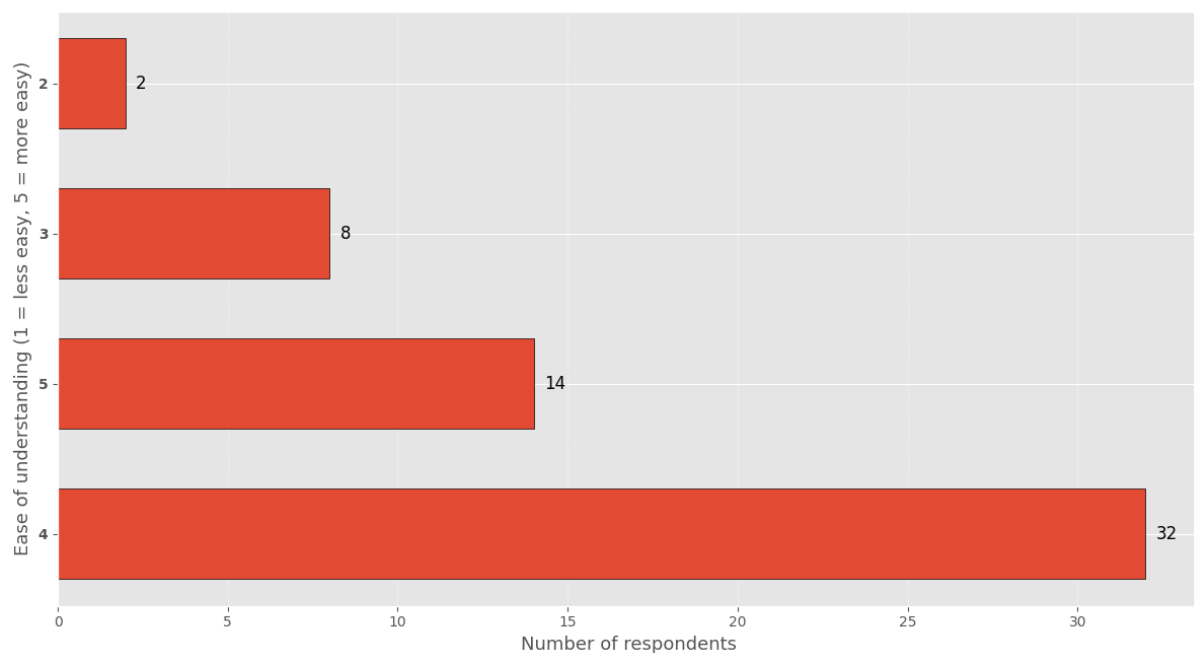


Figure 8: Ease of Following Questions and Instructions in the Simplified EPO Form – German Survey Results

Respondents to the German version of the survey perceived several aspects of the simplified EPO form as significantly improved, with *simpler terminology* and *shorter sentences* emerging as the most frequently selected enhancements, each chosen by 38 respondents. This indicates that both lexical and syntactic simplification were highly effective in improving comprehensibility. A clearer structure or flow was also widely recognised as an important improvement, receiving 29 selections, suggesting that users appreciated the more intuitive organisation of the content. Fewer repetitions were mentioned by 7 respondents, indicating a moderate contribution to clarity. All other categories - such as the use of bullet points, clearer action-oriented instructions, a more active writing style, or more concise predicate structures - received one selection each. Overall, the results suggest that users valued the core simplification strategies (terminology, sentence structure, and layout) far more than stylistic or structural refinements, confirming the effectiveness of the main simplification approach.

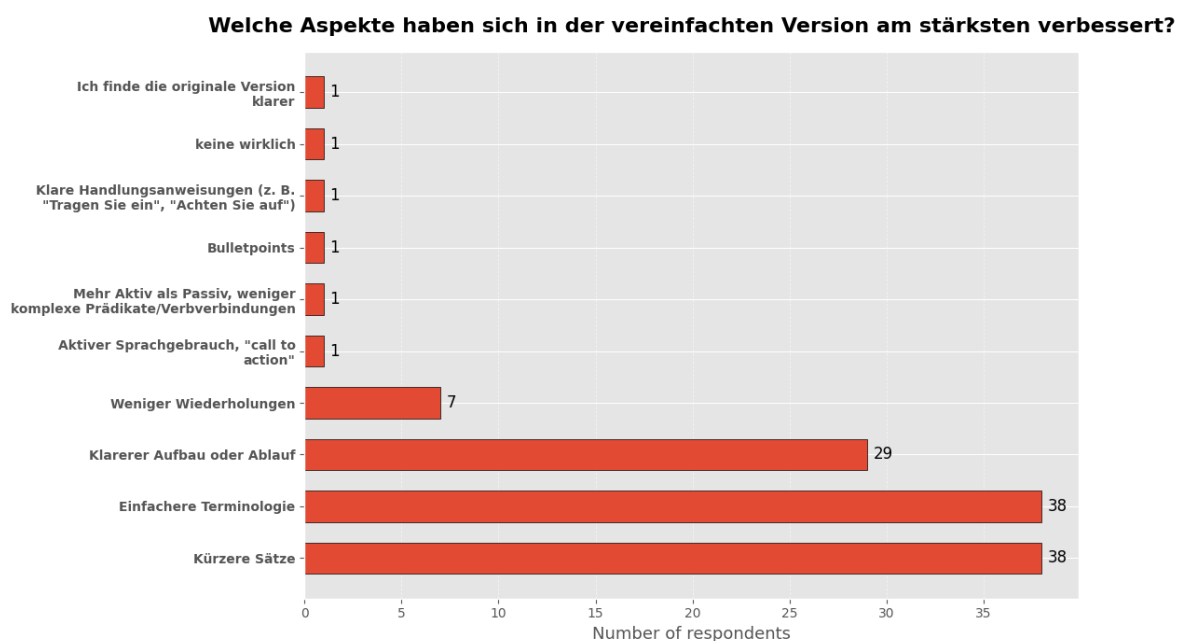


Figure 9: Aspects Most Improved in the Simplified Version of EPO form – German Survey Results

### 4.3 General public feedback analysis on EEO simplified form

Focusing on the respondents' views on the simplification of the EEO form, again the results showed slightly different results for the different versions of the survey.

#### Italian version

For the Italian version of the survey, as shown in figure below, the majority (25 respondents) rated the ease of understanding as 4 out of 5, indicating that the simplified language was perceived as significantly clearer. A further 14 respondents assigned the maximum score of 5, confirming that many considered the simplified version *very easy* to understand. Ten respondents gave a neutral score of 3, suggesting that for some the simplification did not make a substantial difference. Only 3 respondents rated the simplified version with a 2, showing that very few found it harder to understand. Overall, the distribution reflects a strongly positive assessment of the linguistic simplification.

**Nel complesso, quanto è stato facile comprendere il linguaggio utilizzato nella versione semplificata rispetto all'originale?**

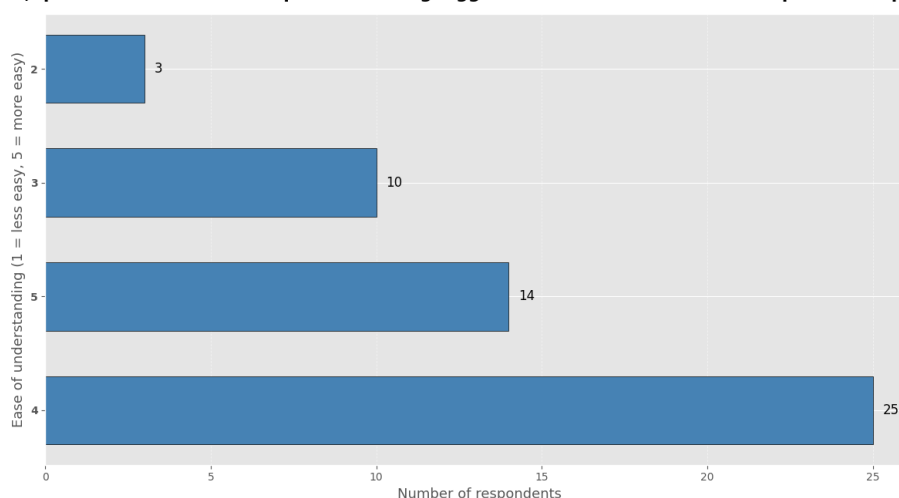


Figure 10: Understandability of the Simplified EEO Form – Italian Survey Results

Respondents to the Italian version of the survey generally found the questions and instructions in the simplified EEO form easier to follow than in the original. The largest group, 26 respondents, rated the simplified version with the maximum score of 5, showing that a significant portion of users considered the instructions *much easier* to follow after simplification. 21 respondents gave a score of 4, confirming a strong positive perception of improved clarity. A smaller group of 8 respondents assigned a neutral score of 3, indicating that for some the simplification did not substantially impact usability. Only one respondent rated the simplified version with a 2, suggesting that negative perceptions were extremely limited. Overall, the results show a very positive trend, with the vast majority of respondents recognising that the simplified EEO form offers clearer and more accessible instructions compared with the original version.

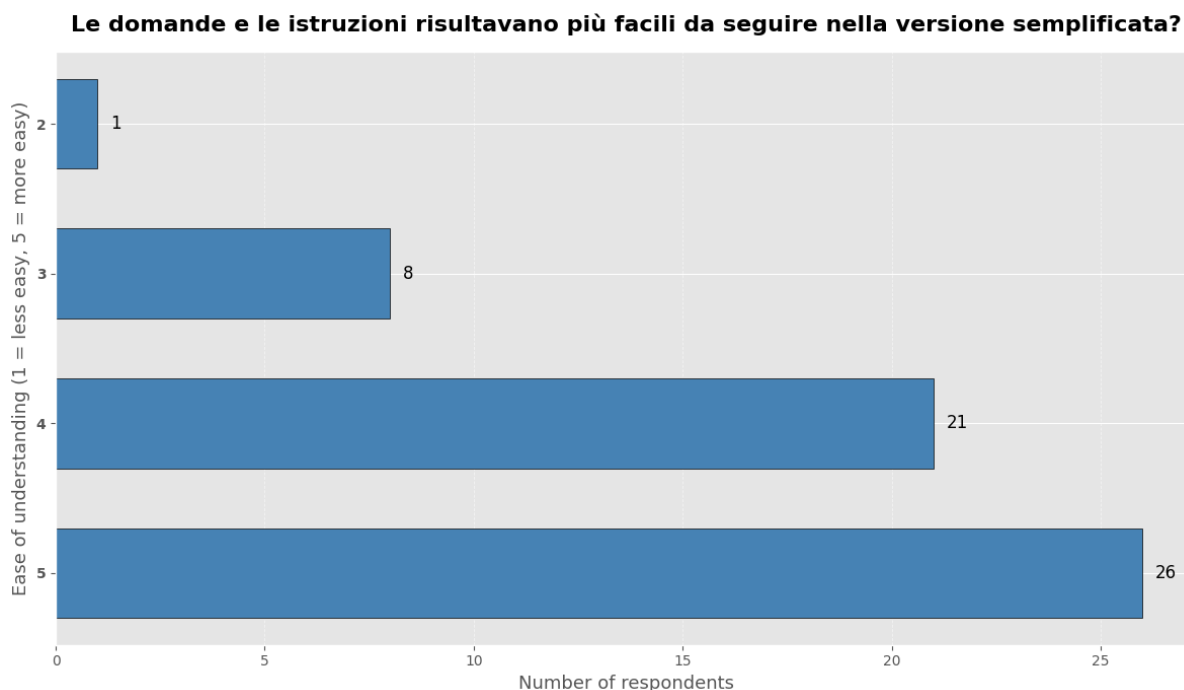


Figure 11: Ease of Following Questions and Instructions in the Simplified EEO Form – Italian Survey Results

Similarly to the responses given in the Italian survey for the simplification of the EPO form, respondents overwhelmingly perceived *simpler terminology* as the most significant improvement in the simplified version, with 43 selections, far surpassing all other categories. This indicates that replacing or clarifying technical or complex terms had the greatest impact on users' ability to understand the form. The second most frequently mentioned improvement was the use of shorter sentences (15 responses), followed closely by a clearer structure or layout (14 responses), suggesting that both syntactic simplification and visual/organizational changes contributed meaningfully to readability, although to a lesser extent than terminology. Only 5 respondents highlighted fewer repetitions as the main improvement, indicating that this aspect played a comparatively minor role. Overall, the distribution shows that lexical simplification was by far the most valued intervention, complemented by noticeable benefits from clearer phrasing and improved layout.

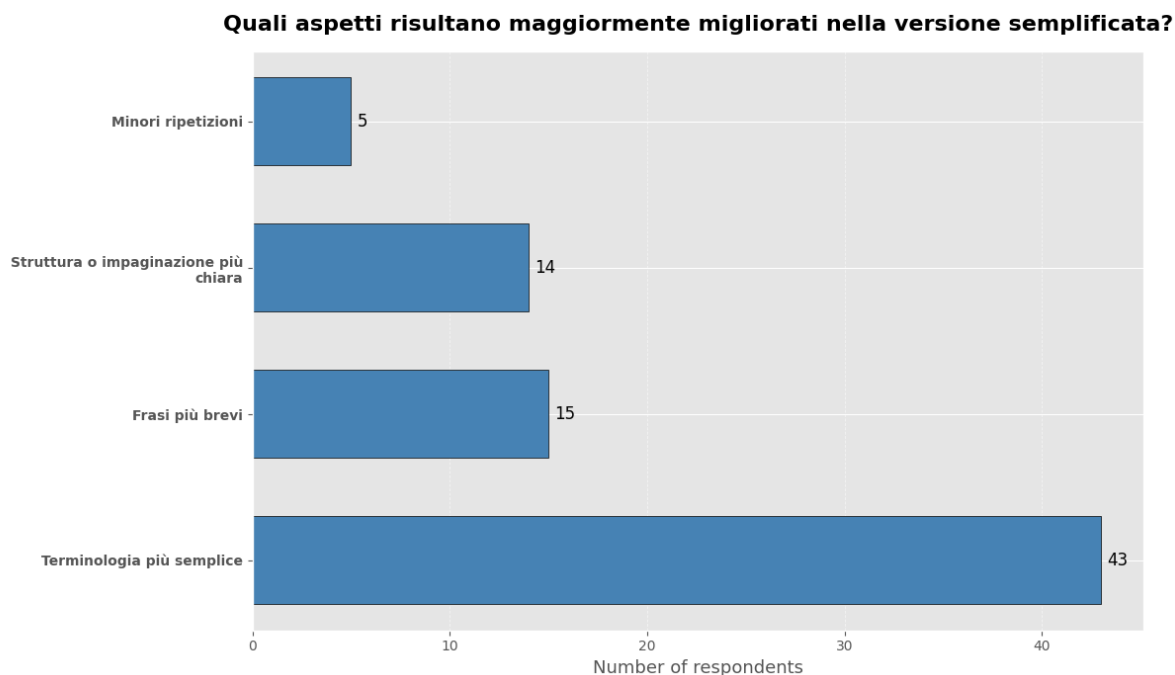
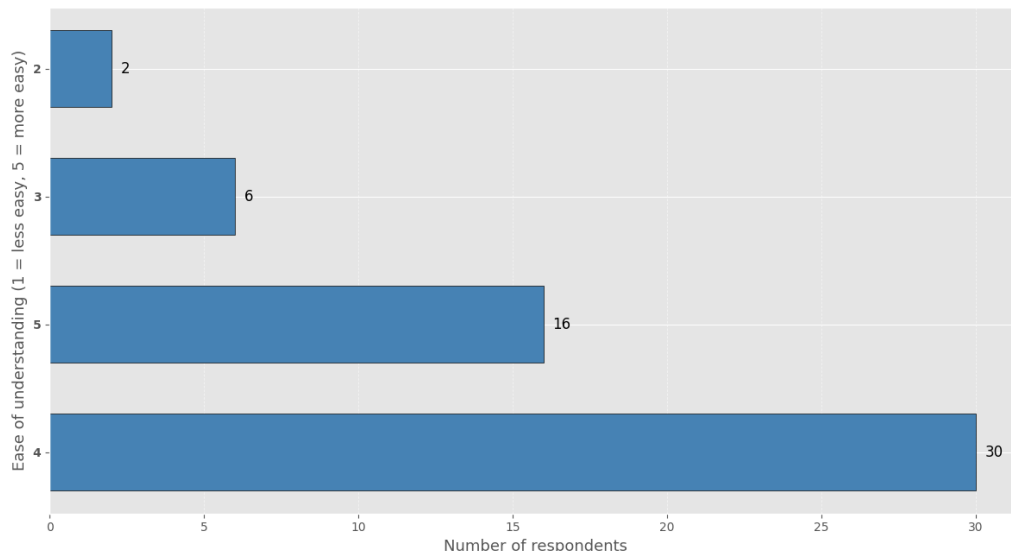


Figure 12: Aspects Most Improved in the Simplified Version of EPO form – German Survey Results

## English version

Respondents to the English version of the survey generally found the language used in the simplified EEO form easier to understand than in the original version. The largest group, 30 respondents, rated the simplified language with a 4 out of 5, indicating that they perceived the simplified version as considerably clearer. 16 respondents gave the highest score of 5, confirming that a substantial share found the simplified language *very easy* to understand. Six respondents provided a neutral score of 3, suggesting that for some the simplification did not significantly alter their level of comprehension. Two respondents rated the simplified version with a 2, indicating minimal negative feedback. Overall, the results point to a strong positive trend, with most respondents recognising a marked improvement in clarity and ease of understanding in the simplified EEO form.

**Overall, how easy was it to understand the language used in the simplified version compared to the original?**



*Figure 13: Understandability of the Simplified EEO Form – English Survey Results*

The questions and instructions in the simplified form we found easier to follow than in the original. The majority, 28 respondents, rated the simplified version with a 4 out of 5, indicating a strong perception of improved clarity. 17 respondents assigned the highest score of 5, confirming that many users found the instructions *very easy* to follow after simplification. Eight respondents selected a neutral score of 3, suggesting that for some the simplification did not significantly change their experience. Only one respondent rated the simplified instructions with a 2, showing that negative reactions were extremely limited. Overall, the results reflect a clearly positive assessment, with most participants recognising that the simplified version offers more accessible and comprehensible guidance compared with the original.

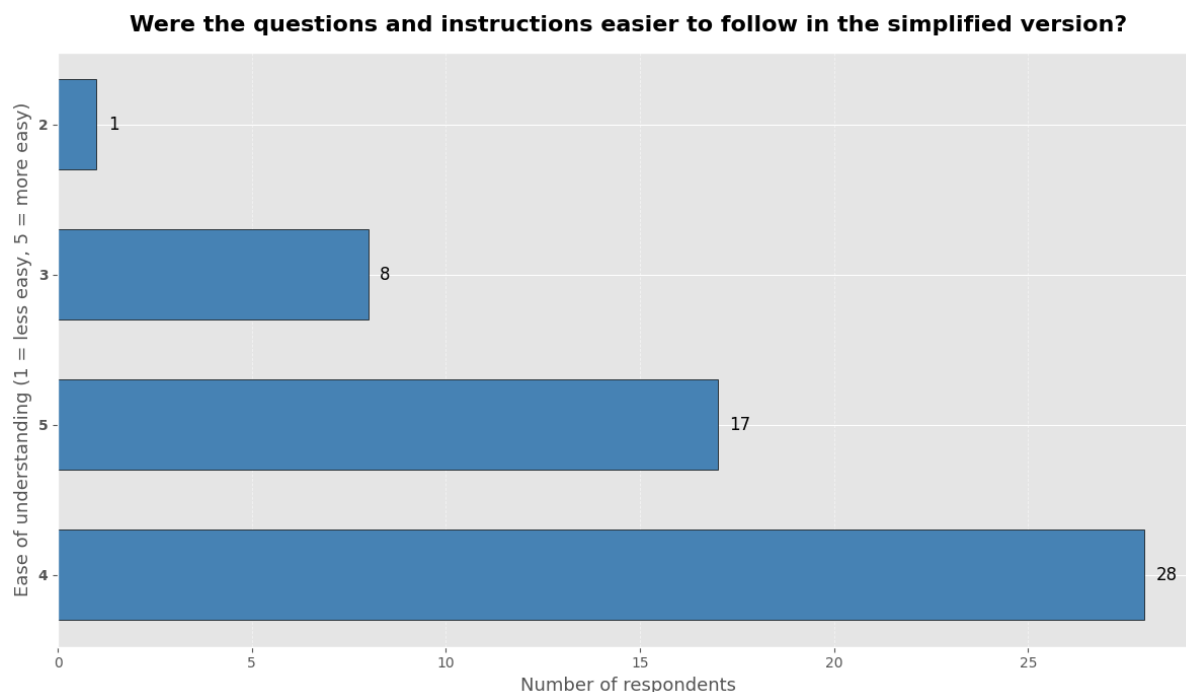


Figure 14: Ease of Following Questions and Instructions in the Simplified EEO Form – Italian Survey Results

As for the aspects perceived as most improved, *simpler terminology* was indicated as the most significantly improved aspect of the simplified EEO form, with 38 selections, indicating that the reduction of technical or complex language had the strongest impact on user comprehension. Improvements in *clearer layout or flow* (22 responses) and *shorter sentences* (21 responses) were also widely acknowledged, suggesting that both structural and syntactic simplification contributed meaningfully to the form's accessibility. *Fewer repetitions* were highlighted by 10 respondents, showing a more moderate but still relevant contribution to clarity. One respondent selected the option referring to the *explanation of legal articles*. Overall, the distribution confirms that linguistic clarity - achieved through simpler terminology and more concise phrasing - was perceived as the most effective enhancement, complemented by improvements in the organisation and presentation of information.

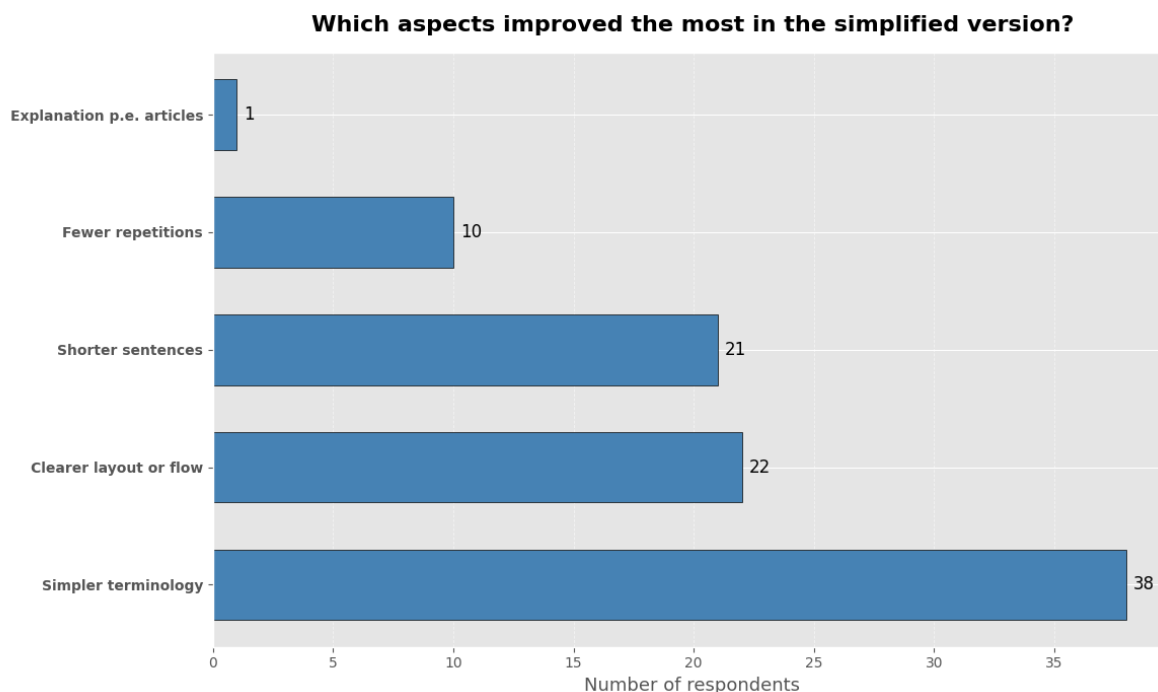
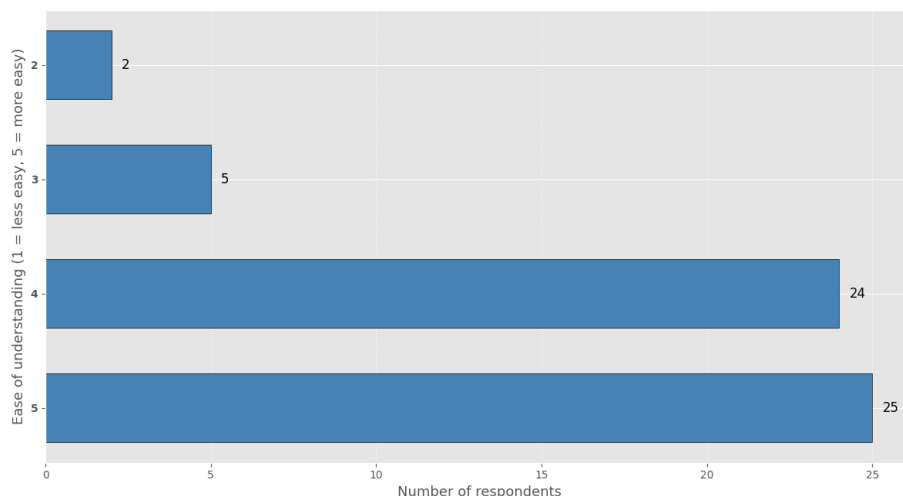


Figure 15: Aspects Most Improved in the Simplified Version of the EEO form – English Survey Results

## German version

German respondents reacted very positively to the simplified language used in the EEO form. The largest portion of participants - 25 individuals - chose the maximum score of 5, signalling that the simplified wording was perceived as markedly clearer than the original text. Close behind, 24 respondents gave a score of 4, reinforcing the impression that the revised language substantially improved readability for most users. Only a small minority expressed neutrality or difficulty: 5 respondents opted for a score of 3, suggesting that the simplification had limited impact for them, while just 2 respondents rated the simplified language with a 2, indicating marginal dissatisfaction. Overall, the distribution shows a strong and widespread appreciation for the linguistic simplification undertaken in the German version of the EEO form.

**Wie leicht war es insgesamt, die in der vereinfachten Version verwendete Sprache im Vergleich zur Originalversion zu verstehen?**



*Figure 16: Understandability of the Simplified EEO Form – German Survey Results*

The responses indicate that the simplified version of the EEO form was generally perceived as easier to follow. The majority rated the revised questions and instructions as easier to follow: 26 respondents chose the top score of 5, 21 respondents selected 4, indicating that most users experienced a noticeable improvement in clarity and guidance. A smaller portion of the sample - 8 respondents - felt neutral about the changes, assigning a score of 3, which suggests that the simplification neither helped nor hindered their understanding. One respondent gave a score of 2, pointing to a single instance in which the simplified instructions were not perceived as more helpful. However, overall, the distribution highlights a strong positive shift: for nearly all respondents, the simplified German EEO form offered clearer, more accessible instructions than the original.

**Waren die Fragen und Anweisungen in der vereinfachten Version leichter zu befolgen?**

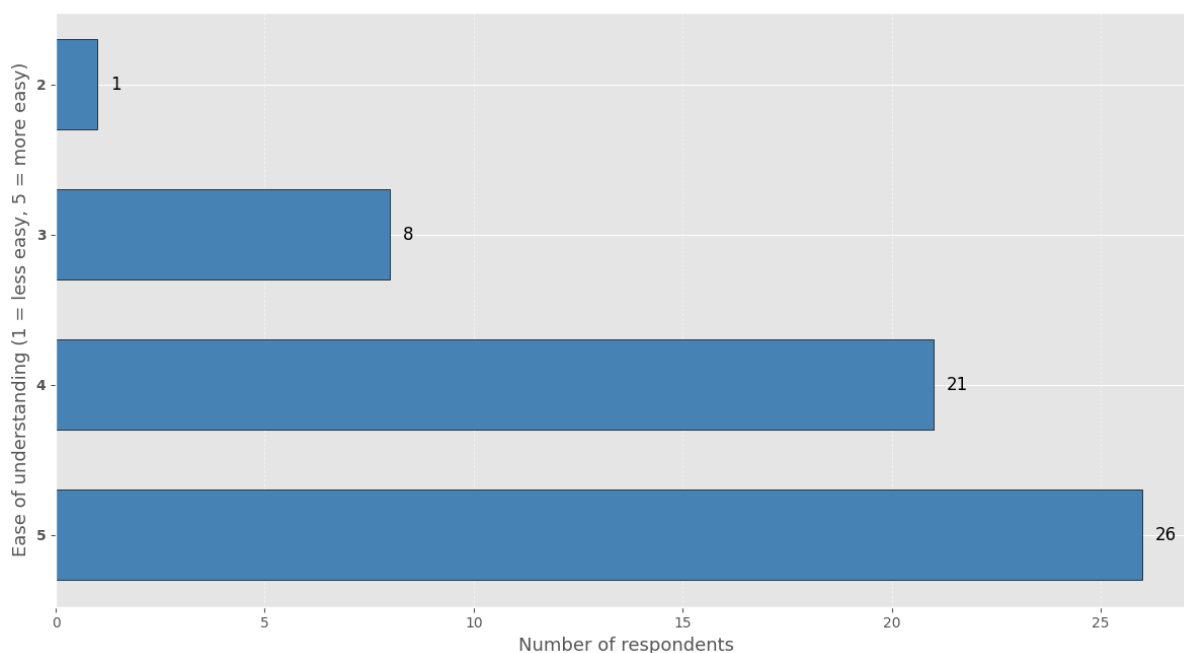


Figure 17: Ease of Following Questions and Instructions in the Simplified EEO Form – German Survey Results

Certain simplification strategies stood out to German participants. *Simpler terminology* was by far the most frequently recognised improvement, selected by 38 respondents, showing that the reduction of complex legal language had the strongest impact on users' comprehension. This is closely followed by *a clearer structure or flow* (chosen by 33 respondents) and *shorter sentences* (25 respondents), suggesting that improvements in organisation and sentence construction were also highly effective in enhancing readability.

A smaller group of participants (4 respondents) appreciated the *reduction of repetitions*. Beyond these main categories, several respondents provided further individual comments - each selected by one person - highlighting aspects such as clearer explanations of articles, more accessible phrasing for lay users, additional clarifications, or more explicit descriptions of abbreviations. These isolated observations offer useful qualitative insight into specific elements users found helpful.

Overall, the chart shows a consistent pattern: respondents viewed *linguistic clarity* (terminology and sentence structure) and *coherence of layout* as the most impactful changes, while more nuanced explanatory additions were noticed by only a few individuals.

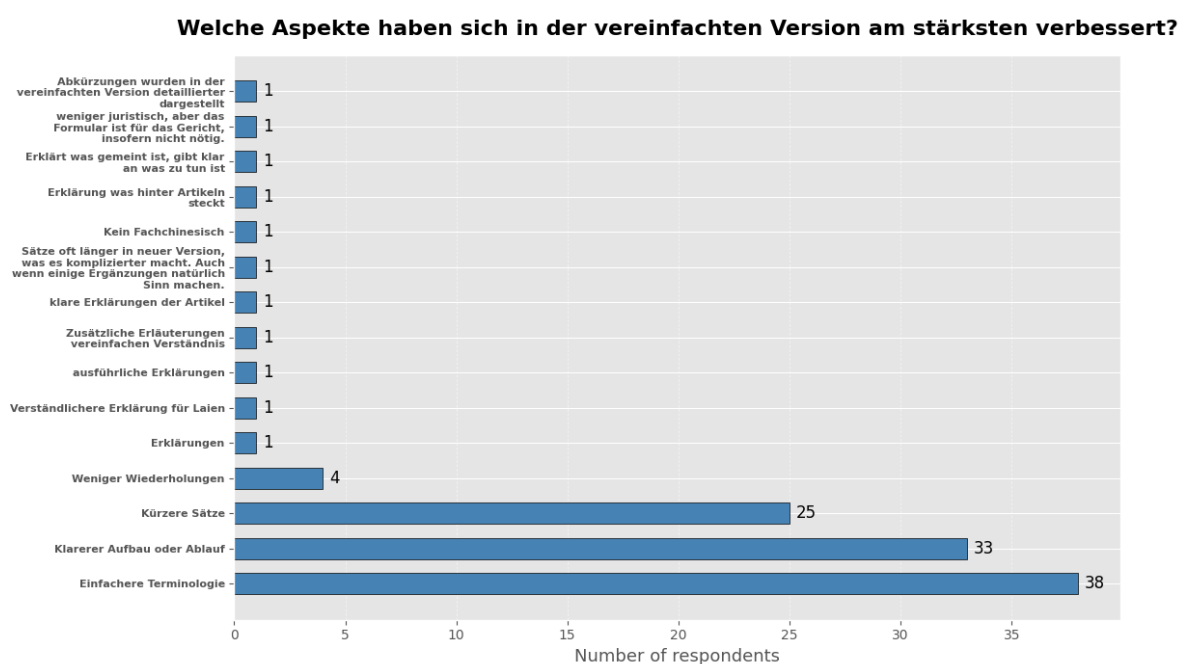


Figure 18: Aspects Most Improved in the Simplified Version of EPO form – German Survey Results

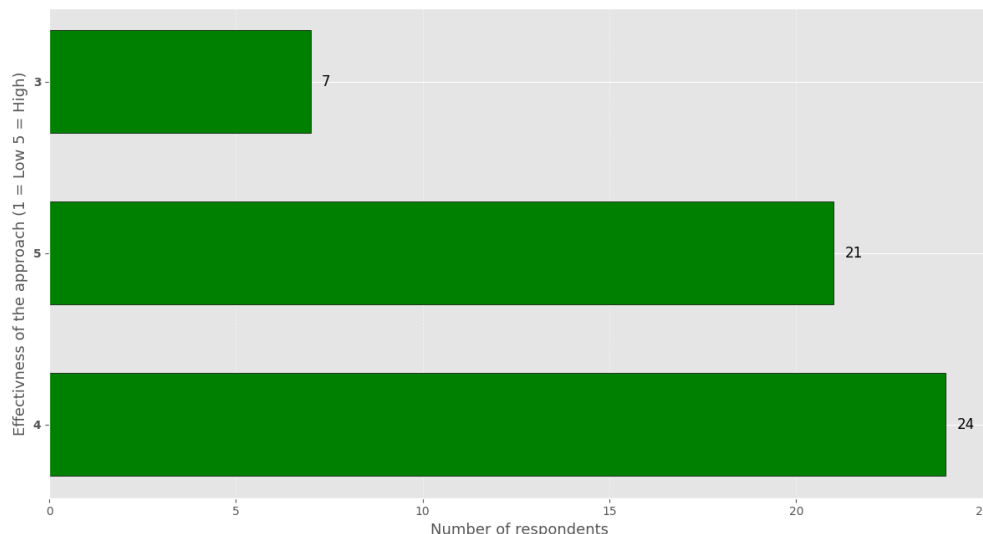
### 4.3 Cross-Synthesis of User Perceptions

The following findings reflect the cross-cutting considerations collected across the different versions of the survey and concern users' overall perception of the effectiveness of the simplification approach. These results capture respondents' broader judgement on the simplification strategy as a whole.

#### Italian perception

Respondents to the Italian version of the survey show a strongly positive assessment of the overall simplification effort. The majority of respondents expressed high levels of satisfaction, with 24 participants rating the approach with a 4 out of 5, and 21 respondents assigning the highest score of 5, indicating that they found the simplification strategy highly effective across both modules. Only 7 respondents selected a neutral score of 3, suggesting moderate or mixed impressions. Notably, no respondents rated the approach with lower scores, which reinforces the idea that the simplification work carried out on both forms was broadly appreciated and perceived as impactful by Italian users.

**Nel complesso, quanto ritiene efficace l'approccio di semplificazione adottato (considerando entrambi i moduli)?**

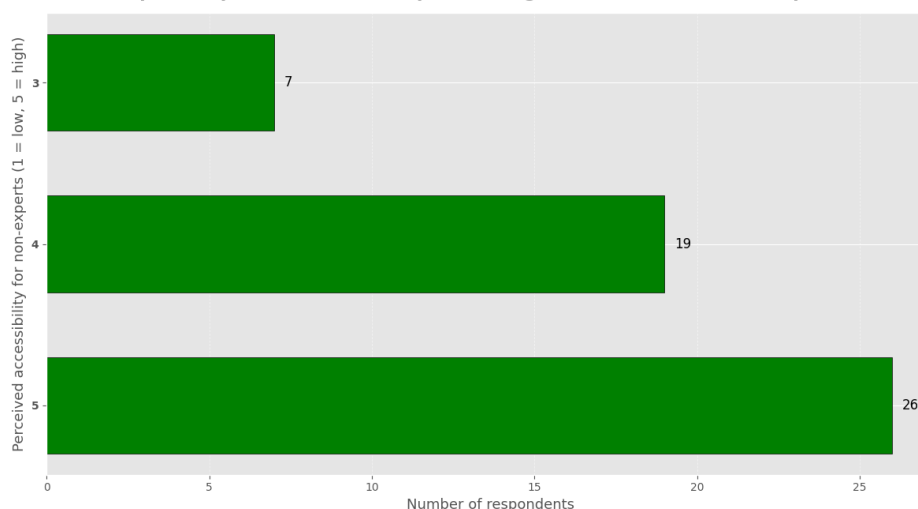


*Figure 19: Assessment of the Overall Effectiveness of the Adopted Simplification Approach according to Italian respondents.*

Another cross-cutting question asked respondents whether the simplified modules could make cross-border legal procedures more accessible for non-expert users. The Italian responses again point to a very positive perception of the simplification effort. The majority of participants - 26 respondents - assigned the maximum score of 5, indicating strong confidence that the simplified forms meaningfully enhance accessibility. 19 respondents gave a score of 4, reinforcing the view that the revisions substantially lower the barrier for individuals without legal expertise. Only 7 respondents selected a score of 3, reflecting a more neutral or cautious position, while

no respondents indicated low confidence in the accessibility gains. These results suggest that Italian users see the simplified versions not only as clearer and easier to navigate, but also as tools capable of improving access to justice for non-professional users engaging in cross-border procedures.

**Ritiene che i moduli semplificati possano rendere le procedure giuridiche transfrontaliere più accessibili ai non esperti?**

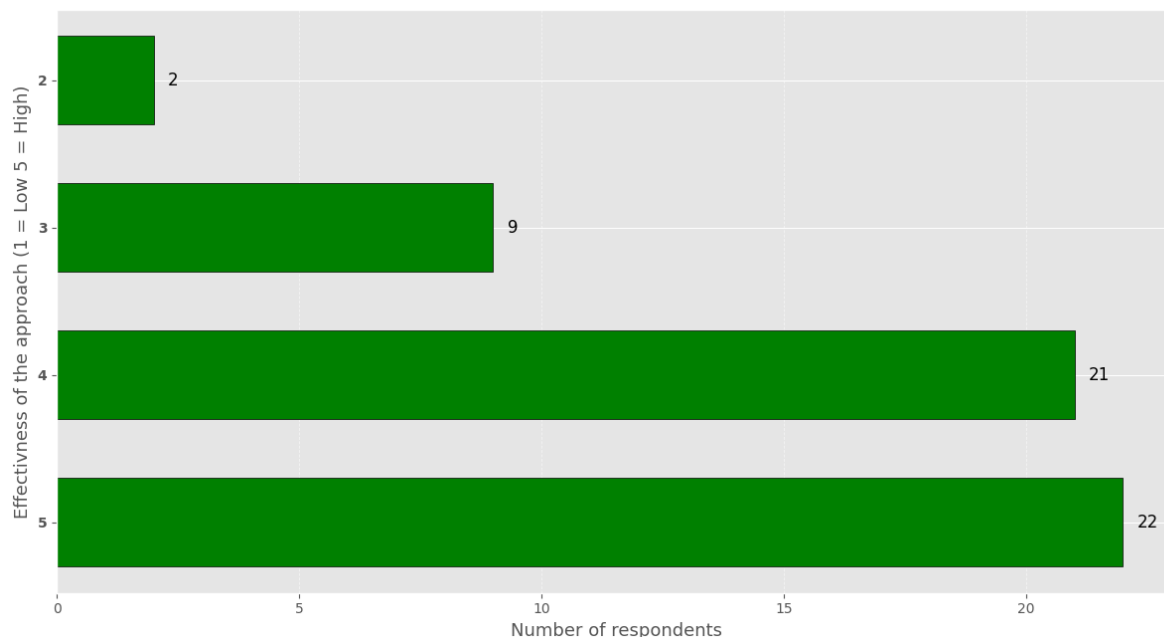


*Figure 20: Overall perceived impact of simplified forms on the accessibility of cross-border legal procedures according to Italian respondents.*

## English perception:

The results of the english version of the survey also suggest that the overall perception is distinctly positive. A substantial share of respondents - 22 individuals - gave the highest rating of 5, signalling that they considered the simplification approach highly effective across the two modules. Almost as many, 21 respondents, assigned a score of 4, further reinforcing the impression that the revisions substantially improved clarity and usability. A smaller group (9 respondents) remained more neutral, choosing a score of 3, suggesting that although they may have noticed improvements, these were not as pronounced for them. Only 2 respondents evaluated the approach with a 2, and no one selected the lowest score, indicating that negative assessments were minimal. Overall, these findings highlight a broad endorsement of the simplification method among users responding in English, with the majority recognising a meaningful enhancement in the comprehensibility of both forms.

**How effective do you think the simplification approach was overall (considering both forms)?**



*Figure 21: Assessment of the Overall Effectiveness of the Adopted Simplification Approach according to English respondents.*

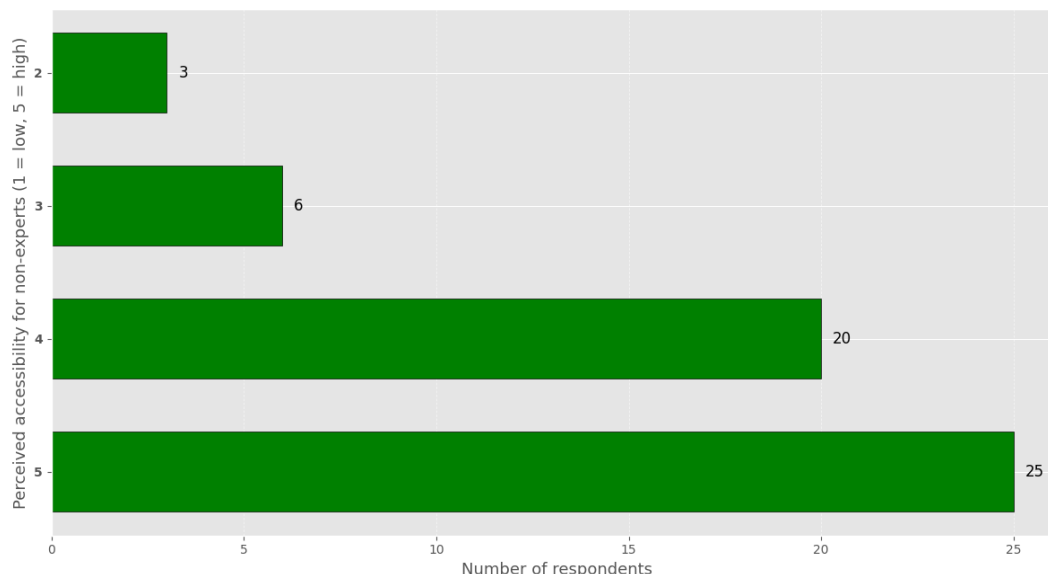
These findings provide further insight into how English-speaking respondents assessed the broader impact of the simplification work—specifically, whether the revised forms could make cross-border legal procedures more accessible for individuals without legal expertise. The responses show a strong level of agreement on this point. Twenty-five respondents chose the highest score of 5, indicating that they believe simplified forms have clear potential to enhance accessibility for non-experts. Another 20 respondents selected a score of 4, confirming substantial support for this view. A smaller group - 6 respondents - gave a neutral rating of 3, suggesting that, for some, the accessibility gains may depend on additional factors beyond simplification. Only 3 respondents opted for a score of 2, representing minimal scepticism. Overall, these results underscore that English respondents widely perceive the simplified modules as tools capable of lowering barriers and making cross-border justice procedures easier to engage with for non-specialist users.



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**Do you think simplified forms could make cross-border legal procedures more accessible to non-experts?**

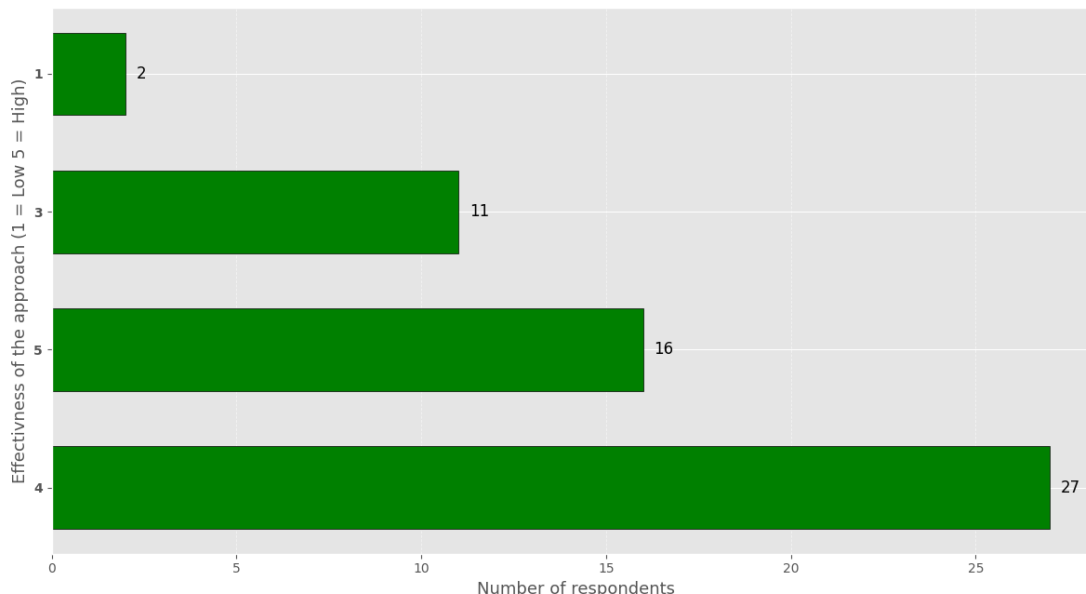


*Figure 22: Overall accessibility impact of simplified forms in cross-border legal procedures according to English respondents*

### **German perception:**

As for the German version of the survey, the feedback leans strongly positive. The most frequent rating was 4, chosen by 27 respondents, which suggests that many participants felt the simplification approach delivered clear and tangible improvements. 16 respondents opted for the top score of 5, pointing to a solid group who viewed the simplification as highly effective. Some participants - 11 in total - selected a neutral 3, indicating that the benefits were present but perhaps less striking for them. Only 2 respondents gave the lowest rating of 1, signalling that outright dissatisfaction was rare. Taken together, these responses show that German users largely recognised the value of the simplification work, with the great majority considering the revised forms significantly more accessible than the originals.

**Wie wirksam schätzen Sie den Ansatz der Vereinfachung insgesamt ein (unter Berücksichtigung beider Formulare)?**



*Figure 23: Assessment of the Overall Effectiveness of the Adopted Simplification Approach according to German respondents*

Finally, the German responses indicate a generally strong belief that simplified forms can enhance the accessibility of cross-border legal procedures for people without legal expertise. The highest levels of agreement come from the 23 respondents who selected a 5, matched by another 23 respondents who chose a 4. Together, these two groups represent a clear majority who see simplification as a meaningful step toward making such procedures more approachable for non-experts. A smaller proportion - 7 respondents - provided a mid-range score of 3, suggesting a more reserved view. Few respondents expressed doubts about the usefulness of simplification: two selected a 1, and one chose a 2. Taken as a whole, these results point to a broadly positive perception among German participants regarding the potential of simplified forms to reduce complexity and improve access for lay users.

**Glauben Sie, dass vereinfachte Formulare grenzüberschreitende Gerichtsverfahren für Nicht-Expertinnen und -Experten besser zugänglich machen könnten?**

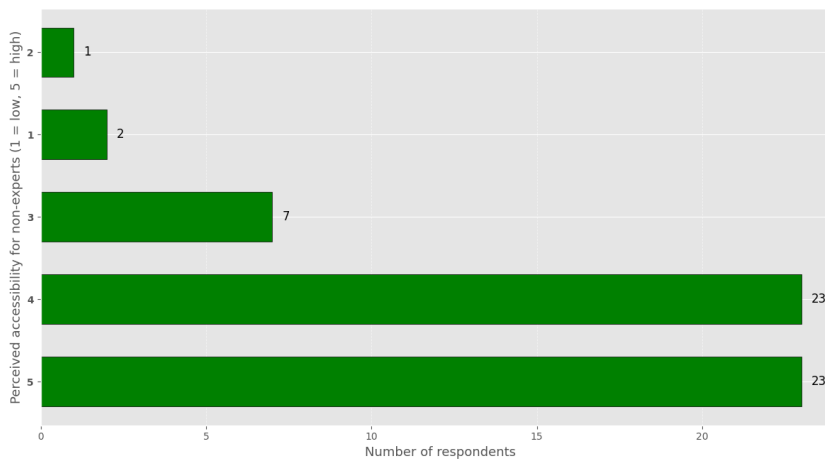


Figure 24: Overall accessibility impact of simplified forms in cross-border legal procedures according to German respondents

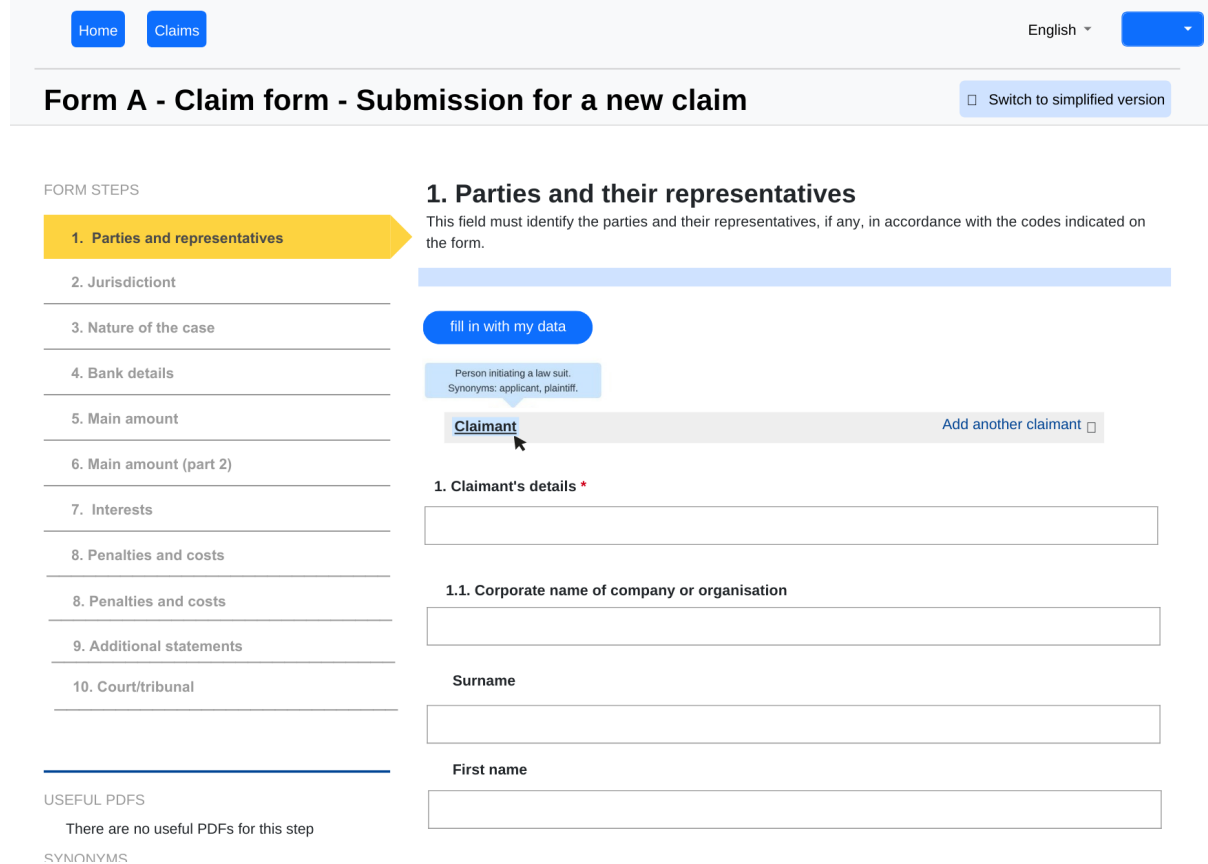
## 5. Interface design

The interface design - aimed at developing simplified online EPO and EEO procedures - builds directly on the preparatory work described in the previous sections, integrating the analysis of workflow dynamics, the identification of pain points in the existing online forms (Section 4), and the textual simplification strategy applied to Form A (Section 3). The resulting interface prototype incorporates several features intended to improve clarity, usability and accessibility for end users, while remaining consistent with the procedural and legal structure of the original forms. Below are the main components integrated into the new interface.

### 5.1. Simplified version of the descriptive texts

The simplification work conducted on the textual components of the existing platform (Section 3) are integrated into the interface design by highlighting the most technical and difficult terms.

By hovering the cursor on the highlighted terms, a box providing the definition and/or synonyms of the word will appear for the end user to better understand the meaning.



Home Claims English ▾

**Form A - Claim form - Submission for a new claim** ☐ Switch to simplified version

FORM STEPS

- 1. Parties and representatives
- 2. Jurisdiction
- 3. Nature of the case
- 4. Bank details
- 5. Main amount
- 6. Main amount (part 2)
- 7. Interests
- 8. Penalties and costs
- 9. Additional statements
- 10. Court/tribunal

**1. Parties and their representatives**

This field must identify the parties and their representatives, if any, in accordance with the codes indicated on the form.

[fill in with my data](#)

Person initiating a law suit.  
Synonyms: applicant, plaintiff.

Claimant [Add another claimant](#)

**1. Claimant's details \***

**1.1. Corporate name of company or organisation**

Surname

First name

USEFUL PDFS

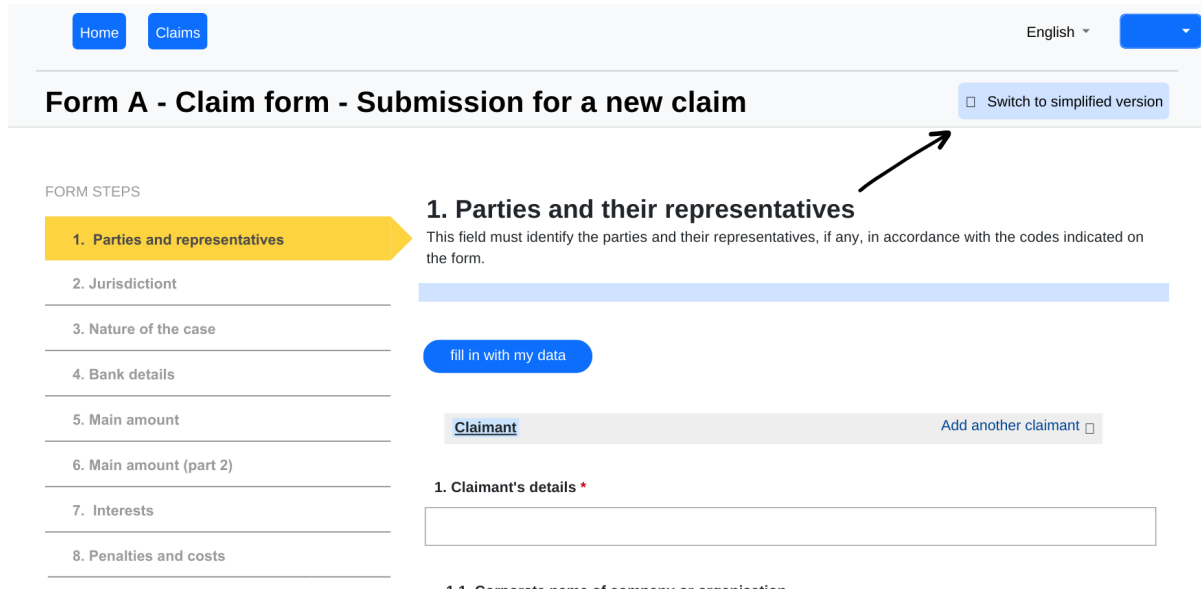
There are no useful PDFs for this step

SYNONYMS

Figure 25: Definitions and/or synonyms of the highlighted terms

The interface presents on the main banner a button to switch from the integral version of the texts to the simplified one, where the text is rephrased in simpler words.

See before (Figure 26):



Home Claims English

## Form A - Claim form - Submission for a new claim

☐ Switch to simplified version

FORM STEPS

1. Parties and representatives
2. Jurisdiction
3. Nature of the case
4. Bank details
5. Main amount
6. Main amount (part 2)
7. Interests
8. Penalties and costs

**1. Parties and their representatives**

This field must identify the parties and their representatives, if any, in accordance with the codes indicated on the form.

[fill in with my data](#)

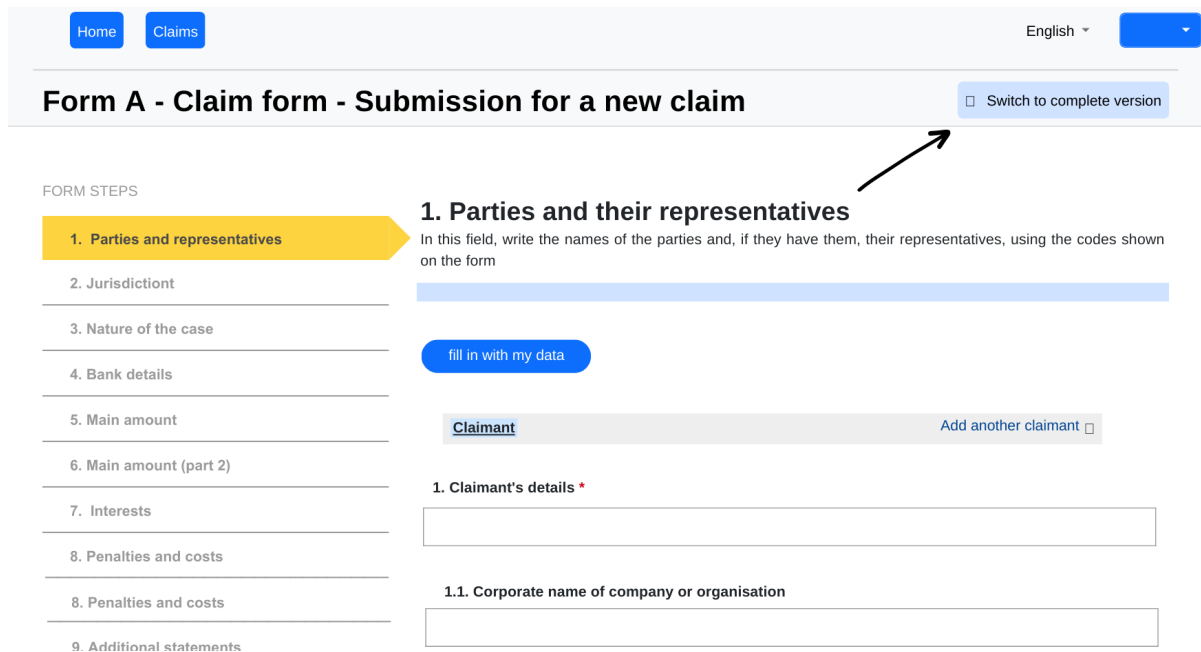
[Claimant](#) [Add another claimant](#)

1. Claimant's details \*

1.1. Corporate name of company or organisation

Figure 26: Switching to simplified version

And after (Figure 27):



Home Claims English

## Form A - Claim form - Submission for a new claim

☐ Switch to complete version

FORM STEPS

1. Parties and representatives
2. Jurisdiction
3. Nature of the case
4. Bank details
5. Main amount
6. Main amount (part 2)
7. Interests
8. Penalties and costs
9. Additional statements

**1. Parties and their representatives**

In this field, write the names of the parties and, if they have them, their representatives, using the codes shown on the form

[fill in with my data](#)

[Claimant](#) [Add another claimant](#)

1. Claimant's details \*

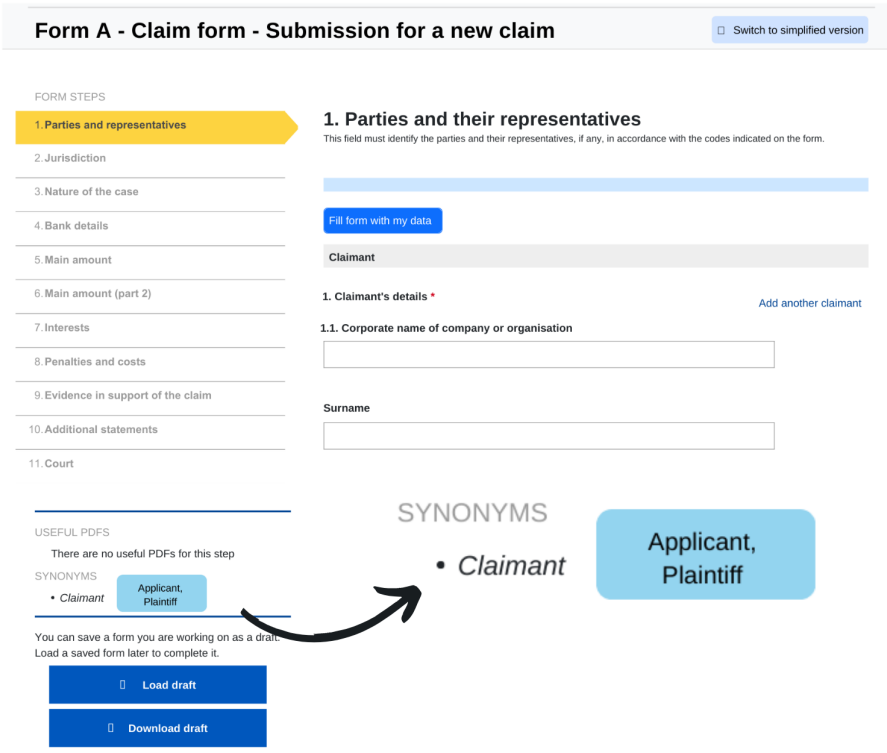
1.1. Corporate name of company or organisation

Figure 27: Switching back to complete version

As internal tests and also evaluations made in early use cases revealed, the button related to the version, designed to be pressed to switch to another version, was confusing, because it was not clear whether it indicated a status or an action. To make it explicit that it indicated an action, its label was changed from "Full version", to "Switch to complete version". (See figure 27).

## 5.2 Synonyms integration

For the technical terminology it also provides a list of synonyms on the left side that change contextually to the specific content of the step description. For example, as shown in Figure 28, for the term *claimant*, two synonyms are given: applicant and plaintiff.



The screenshot displays the 'Form A - Claim form - Submission for a new claim' interface. At the top right, there is a button labeled 'Switch to simplified version'. On the left side, under 'FORM STEPS', a list of steps is shown, with '1. Parties and representatives' highlighted in yellow. Below this, a 'SYNONYMS' section lists 'Applicant, Plaintiff' as synonyms for 'Claimant'. A curved arrow points from this list to the 'Claimant' label in the main form area. The main form area is titled '1. Parties and their representatives' and includes a 'Fill form with my data' button, a 'Claimant' label, and a '1. Claimant's details' section with a sub-section '1.1. Corporate name of company or organisation' and a 'Surname' field. At the bottom left, there is a 'USEFUL PDFS' section with a message 'There are no useful PDFs for this step' and a 'SYNONYMS' section with a 'Load draft' button and a 'Download draft' button.

Figure 28: Integration of synonyms on the left side

## 5.3 PDFs files

In addition to the list of synonyms seen above, on the left side of the interface it is also provided a list of PDFs files that change contextually to the specific content of the step

description (Figure 29). This solution offers two advantages: (a) avoid links to external sources of information, such as web pages and portals and (b) facilitate direct access to relevant information.

## Form A - Claim form - Submission for a new claim

Switch to simplified version

1. Parties and representatives

2. Jurisdiction

3. Nature of the case

4. Bank details

5. Main amount

6. Main amount (part 2)

7. Interests

8. Penalties and costs

9. Evidence in support of the claim

10. Additional statements

11. Court

### 3. Jurisdiction

If the application concerns a claim against a consumer relating to a consumer contract, it must be **lodged** with the competent court of the Member State in which the consumer is domiciled. In other cases, the application must be lodged with the court having **jurisdiction** in accordance with the [rules of Council Regulation \(EC\) No 44/2001 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters](#).

Details

3. On what ground do you consider the court/tribunal to have jurisdiction? \* It should be noted that the choice is purely indicative and multiple options may also be entered.

☐ Domicile of the defendant or co-defendant

USEFUL PDFS

[Council Regulation \(EC\) No 44/2001 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters.](#)

USEFUL PDFS

[Council Regulation \(EC\) No 44/2001 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters.](#)

SYNONYMS

- Lodge
- Jurisdiction

You can save a form you are working on as a draft.  
Load a saved form later to complete it.

Load draft

Download draft

< Back

Next >

Figure 29: Integration of PDFs on the left side

## 5.4 "Yellow box" for further insights/details

More information for further insights or details can be found in pull-down "Yellow boxes" placed directly into the main section of the descriptive text (Figure 30).

## Form A - Claim form - Submission for a new claim

[Switch to simplified version](#)

### 1. Parties and representatives

### 2. Jurisdiction

#### 3. Nature of the case

#### 4. Bank details

#### 5. Main amount

#### 6. Main amount (part 2)

#### 7. Interests

#### 8. Penalties and costs

#### 9. Evidence in support of the claim

#### 10. Additional statements

#### 11. Court

#### USEFUL PDFS

[Council Regulation \(EC\) No 44/2001 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters.](#)

#### SYNONYMS

- Lodge
- Jurisdiction

You can save a form you are working on as a draft.  
Load a saved form later to complete it.

[Load draft](#)

[Download draft](#)

### 3. Jurisdiction

If the application concerns a claim against a consumer relating to a consumer contract, it must be **lodged** with the competent court of the Member State in which the consumer is domiciled. In other cases, the application must be lodged with the court having **jurisdiction** in accordance with the [rules of Council Regulation \(EC\) No 44/2001 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters](#).

#### Details

#### Details

[Which country's court is responsible?](#) This resource will help the user to find the competent court in practice.

- ☐ Domicile of the defendant or co-defendant
- ☐ Place of performance of the obligation in question
- ☐ Place of the harmful event
- ☐ Where a dispute arises out of the operations of a branch, agency or other establishment, the place in which the branch, agency or other establishment is situated
- ☐ Domicile of the trust

Figure 30: Integration of the “yellow box” for further insights

## 5.5. Progress status

The progress status of the procedure compilation is made evident by marking each completed step with a green tick (Figure 31). In this way the user is aware of how many steps are still missing to complete the procedure.

### Form A - Claim form - Submission for a new claim

Switch to simplified version

1. Parties and representatives

2. Jurisdiction

3. Nature of the case

4. Bank details

5. Main amount

6. Main amount (part 2)

7. Interests

8. Penalties and costs

9. Evidence in support of the claim

10. Additional statements

11. Court

USEFUL PDFS

There are no useful PDFs for this step

SYNONYMS

• Jurisdiction

You can save a form you are working on as a draft.

Load a saved form later to complete it.

Load draft

Download draft

1. Parties and representatives

2. Jurisdiction

3. Nature of the case

4. Bank details

5. Main amount

6. Main amount (part 2)

7. Interests

8. Penalties and costs

9. Evidence in support of the claim

10. Additional statements

11. Court

Please select

Figure 31: Visualisation of progress status on the left side