Issue log (pre-expansion)

Harborline ticket snippets. Not a Break packet.

ID	Date	What happened
I-01	2027-07-02	Wrong category (billing vs account). Staff caught it.
I-02	2027-07-19	Agent pasted attachment text into the prompt to "help the summary."
I-03	2027-08-11	Draft cited a policy number staff could not find. Message not sent.
I-04	2027-08-22	Care-nav language classified as account. Agent moved it manually.
I-05	2027-09-01	Pallet drafts "felt different" for a few days. Model-change notice arrived later.

No confirmed member-record incident. No confirmed clinical harm in this log.