



The MyHoneyBird Report™ · Eleanor Whitfield

Visit #7 · Wednesday, November 12, 2025
Your Birdie: Blake Johnson · 9:30 – 10:35 AM

\$74.95

RECOVERED / SAVED THIS VISIT

\$224

SAVED SINCE WE STARTED

6

SCAMS BLOCKED TO DATE

7

VISITS WITH BLAKE

★ THE PERCH

Eleanor is doing well and was in good spirits today. **One item needs your input** — her Anthem Medicare plan is being discontinued and she'll need to choose a replacement by November 30. We also scheduled her overdue cardiology follow-up, stopped a junk subscription, and have a \$59.96 refund already in process.

♥ HOW SHE SEEMED

Eleanor met me at the door and was glad to share that she'd had lunch with her neighbor Doris yesterday. The house was tidy and she'd just finished her crossword. Her right knee was bothering her on the stairs, so we sat in the kitchen. Hearing aids in and working. She was sharp and warm — remembered every name from last visit and asked about my daughter.

✓ HANDLED & IN PROGRESS

- ✓ **Cancelled “AI Cleaner Pro” subscription — \$14.99/mo.** Found a recurring charge from a junk phone-cleaner app she didn't recognize (4 months of charges). I showed Eleanor and explained it; *she asked me to cancel it — done together on her phone.*
- ✓ **Refund request submitted — \$59.96.** With Eleanor logged into her own account, we filed the dispute for the prior charges. *In process — app-store refunds for accidental subscriptions are usually approved within 5–7 days. We'll confirm next visit.*
- ✓ **Scheduled her cardiology follow-up.** A request from Dr. Patel's office had been unread in her inbox for 9 days. We called together and booked **Tues, Dec 2 at 2:15 PM** — on her wall calendar.
- ✓ **Re-set up her AES Indiana autopay.** Her electric autopay had silently stopped working (an expired card on file), so her bill was about to go unpaid. With Eleanor, we updated the payment method on her AES account and confirmed autopay is active again. *She approved the update.*
- ✓ **Cleared the noise.** Reviewed 41 emails (deleted 33 junk, unsubscribed her from 9 lists at her request) and 12 voicemails (9 robocalls deleted, 3 real ones saved). Blocked 3 numbers including two “car warranty” scam callers. *She okayed each.*

🔒 SECURITY & ACCOUNTS

- 🔒 **Fixed a locked account.** Her email password had stopped working (she'd reset it on a sticky note and lost it). We recovered access, set a strong new password, and saved it to her password manager so it's secure and she won't be locked out again.
- 🔒 **Updated her password manager.** Added the new email login and her Medicare.gov credentials. Her vault is now current — 14 accounts stored, nothing written on paper around the house.
- 🔒 **Verified the basics.** No new accounts opened since last visit. Her bank's real fraud-alert number is saved in her phone. Autopay card on file is correct and not expiring soon.

NEEDS YOUR INPUT

1. Anthem Medicare Plan — choose a replacement

DEADLINE: NOV 30

What it is: Eleanor's current Medicare Advantage plan is discontinued December 31. The plan Anthem auto-assigned raises her premium by \$42/mo and changes her drug coverage.

- A) Have us sit with her next visit and compare Anthem's options
- B) Refer her to a local Medicare broker (we have one we trust)
- C) Accept the auto-assigned plan

Our suggestion: B — a broker review takes an hour and likely saves her money. Just reply with a letter and we'll set it in motion.

2. Roof solicitation — your call

NON-URGENT

What it is: A high-pressure "free roof inspection" letter after recent hail. Not a scam, but pushy. Her roof was inspected by her own contractor in September and was fine.

Our suggestion: Ignore — we'll add them to her block list unless you'd like a courtesy second look.

GOOD TO KNOW

- ▶ **Third visit in a row** she's mentioned briefly misplacing her phone. Still finds it within a few minutes. Noting the pattern gently, not raising an alarm.
- ▶ One thing I couldn't finish: her pharmacy line was busy when we tried to confirm a refill. I'll retry first thing next visit.

LITTLE THINGS WE TOOK CARE OF

- ✓ Fixed her TV remote — "broken" for 3 days (just dead batteries; replaced & tested)
- ✓ Walked her through texting a photo to her grandson — she did it herself by the end
- ✓ Removed 4 free game apps that were nagging her with ads and pop-ups
- ✓ Reset her Wi-Fi password and updated it on her iPad
- ✓ Helped her schedule a Zoom Meeting with small group from Church
- ✓ Moved a heavy box down from the closet shelf so she could reach her winter clothes

WHAT'S COMING UP

- 📅 **Nov 30** — Medicare plan decision deadline (see above)
- 📅 **Dec 2** — Cardiology follow-up, Dr. Patel, 2:15 PM
- 📅 **Jan 15** — Hancock County property tax bill expected; we'll flag it when it arrives
- 📅 **May 2026** — Granddaughter Lily's wedding; Eleanor's already thinking about travel and would love help planning

Know someone who could benefit from this kind of support?

Eleanor receives this Report as part of MyHoneyBird Protect — a dedicated Birdie on her schedule, in her home. If you know a family member, client, or friend who could use this kind of care, share this Report or reach out directly.

myhoneybird.com/protect · 877-99-HONEY · care@myhoneybird.com



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Next Visit: Wednesday, December 10, 2025 · 9:30 AM
Your Birdie: Blake Johnson (7 visits together)

Reply to this email to add anything for next visit.
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