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**From:** Bulla, Jennifer  
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Volt and Gene:

Summary of what I have experienced (or aware of) over last 2 or so years.

I can't come up with exact dates for some instances, but I talked to Pantoni and Jason (who helps me with Net Jets). All three of us agree there's been at least 3-5 trips over last 2 years here Net Jets notifies us his credit card is declining for rentals. We then need to track him down to get a new card number that works. I have had 1-2 occasions we've needed to go back to him again, because the 2nd card is also declined. The bank does not explain the reason for the decline (e.g. limit), but he gives us various explanations.

Things I recall are....lost his wallet and got all new accounts, the bank had his wrong mailing address so declined since data didn't match, the bank put his account on security hold due to suspected fraud and didn't alert him, etc. Unfortunately, when Zach is scheduled to travel with UM and he needs a car we (Mark and I) know it's likely he will be declined. It's hectic knowing that I must have a car in place when UM arrives. There was one instance where his previous rental was still unpaid and I was scheduling a flight for UM and Zach. Net Jets informed that a balance was still outstanding, so I took the initiative and broke policy to pay Net Jets with my football meal PCard so I could finish scheduling the new trip.

I'm also aware of issues with him not paying promptly for cell phones. Over last 2-3 years he has gotten 3 new phones. IT would give him the new phones and instructions to pay Lisa Doersam. He wouldn't follow thru, so she had a phone balance (for 2 phones) for about 2 year period. His most recent phone (the 3rd one) happened after Fiesta. IT refused to give him the 3rd phone until he paid for all (the 2 previous plus the new one). So, Lisa had to run a pretty big transaction to get him caught up. But, the first attempt she made was declined. Zach left her office and made a call to his bank, and, then told her try again. The 2nd attempt cleared. He told Lisa it had to do with a mix-up at the bank. He needed to verify his identity and approve by email that it was a valid transaction (??).

Not sure if this an issue....but in spring/summer Zach left his iPad on a Net Jets plane. They held on to it for a couple of days thinking he would call and pick it up. When he didn't they shipped it to me and I told Volt I had it and for Zach to come over and get it. It was in my office for 4-6 weeks and I finally sent it over to football. It was curious that he didn't have his iPad for over a month and didn't seem too concerned (??). I don't even know if he was aware I had it??

jen