

Merchant Services Hotline 888-222-2176

Hours: Monday-Saturday 8:00am-11:00pm EST, Sunday 11:00am-9:00pm EST

FOLLOW THE PROMPTS FOR ASSISTANCE WITH:

Submitting a customer application by phone	Obtaining an authorization code for a sale	Cardholder account lookup	Funding verification and date of sale posting	General questions
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Fax Line for Funding: 888-222-2986	Merchant Service Hotline: 877-891-9803	Customer Service Hotline for Account Holders: 800-250-5411
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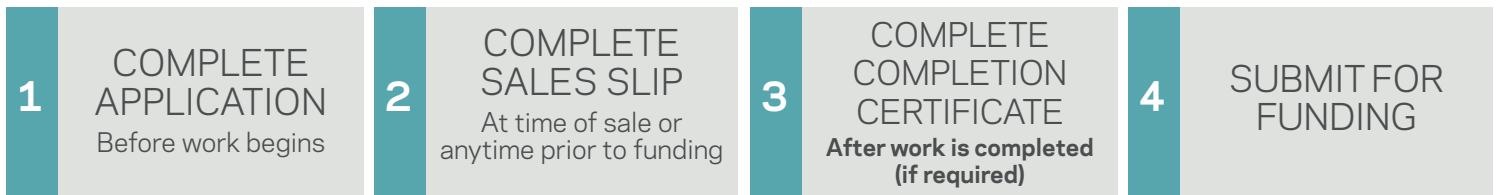
Home Specialty Industry Specific Selling and Marketing Tools: toolbox.mysynchrony.com	General Training Courses and Videos for Your Staff: learn.synchronybusiness.com
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ORDERING SIGNAGE AND POINT-OF-PURCHASE (POP) MATERIALS

In **Business Center**, using the left navigation, click **RESOURCES** then select **ORDER SUPPLIES**. Select **"PLACE AN ORDER"** from the upper left-hand corner*. You can order new signage and forms for your store any time, free of charge. If you do not have access to Business Center, call Merchant Services at 888-222-2176.

*Make sure that pop-up blockers are disabled.

Financing Process Overview



WHY DO CUSTOMERS USE FINANCING?

CASH MANAGEMENT <i>"I like to take advantage of special financing offers and save my on-hand cash for other things"</i>	UPGRADES <i>"I want to use financing to purchase a better product than I can get with on-hand cash"</i>	BUDGETING <i>"I need to use financing to make a purchase at this time"</i>
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Important Notes:

- Applicant must own and reside at the property to be improved.
- A co-applicant should sign the Credit Application only if he/she wishes to be obligated to repay the debt. It is the consumer's choice whether or not to have a co-applicant.
- One account per property (household) in a 60-day period.
- Synchrony Financial does not allow split ticket financing - i.e., processing a single purchase between two new separate credit lines or two separate lenders.
- Always verify and document two forms of ID for all applicants.
- For purchases using an existing Synchrony Bank credit card account, always call Synchrony Bank for an authorization to ensure the customer has enough available credit to complete the purchase.
- A one-time \$29 Account Activation Fee will be charged at the time the first purchase posts to the cardholder's account.
- Cardholders may change their promotional option for up to 60 days post-funding through Merchant request.

SYNCHRONY BANK PROMOTIONAL FINANCING OPTIONS

Deferred Interest

- Also known as “No Interest if Paid in Full”.
- Minimum monthly payments are required, which may not pay off your promotional purchase before the end of the promotional period. This means in order to pay the promotion in full before the end of the promotional period, the cardholder may need to pay more than the minimum monthly payments.
- If monthly payments are made by their due dates and the purchase is paid in full within the promotional period, interest is not assessed on the promotional balance.
- Interest accrues during the promotional period. To avoid paying the accrued interest, the entire promotional purchase balance must be paid in full by the end of the promotional period.
- If balance is not paid in full within the promotional period, the accrued interest is added to the balance, and the balance will continue to bill interest at the account level Annual Percentage Rate until the balance is paid in full.
- Cardholder may be charged fees for late payments.

Repayment scenarios for the cardholder - \$5,000 purchase

Deferred Interest/No Interest if Paid in Full* Options

\$5,000 Twelve-Month Deferred Interest/No Interest if Paid in Full* Financing Option:

3 scenarios to show how the cardholders may choose to make their monthly payments.

Note that the outcomes below assume that there are no other balances on the cardholder’s account.

	MONTHS 1-93	MONTH 94	OUTCOME
1 Minimum Payments Only	\$126 INTEREST ACCRUING	\$65	TOTAL PAID \$11,783 (\$6,754 INTEREST)
	MONTHS 1-11	MONTH 12	OUTCOME
2 Minimum Payments + Payoff	\$126 INTEREST ACCRUING	\$3,634	TOTAL PAID \$5,029
3 Equal Payments Only	\$419 INTEREST ACCRUING	\$419	TOTAL PAID \$5,029

Reduced Interest Financing Options

Fixed Payment Reduced Interest Until Paid in Full

MONTHS 1-109	MONTH 110	MONTH 111	MONTH 112	MONTH 113	MONTH 114	OUTCOME
\$63	\$63.24	\$63.65	\$64.06	\$64.47	\$48.10	TOTAL PAID \$7,170.52

Includes principal and 7.99% interest with 1.25% payment factor*

*7.99% is used here for illustrative purpose. Actual interest rate and payment factor may vary.

NOTES:

- All values used are for illustrative purposes only. Amounts may vary.
- Payments are calculated by multiplying the loan amount by the Payment Factor (e.g., \$10,000 x 1.25% pmt. factor = \$125).
- Fixed payments will vary during the final months when actual interest is less than the \$2 minimum finance charge.
- First month payment includes \$29 Account Activation Fee.

No Interest Financing Option

Equity Payment No Interest

MONTHS 1-25	MONTH 25	OUTCOME
\$200	\$29	TOTAL PAID \$5,029

- No Interest is often referred to as “Equal Pay”.
- Reduced Interest is often referred to as “Fixed Pay”.
- Cardholder may be charged fees for late payments.
- Fixed/Equal monthly payments of principal and interest required until paid in full.
- Fixed/Equal monthly payments based on a payment factor for the number of months in the promotional period.

SYNCHRONY TRANSACT (online process)

A user-friendly online platform that supports the financing process end to end—from consumer application to contractor payment.

- It's the preferred process and it follows much of the same steps as the paper process
- Visit **bcpos.mysynchrony.com** or contact your Synchrony Financial sales representative or call 877-891-9803
- With Synchrony Transact, you can:
 - Review estimated monthly payments with consumers, and view promotional financing options
 - Help consumers apply for a credit card
 - Complete transaction details
 - Manage your sales pipeline, and more



1 COMPLETE APPLICATION

Submit application your way:

- Paper Application by **phone** for credit decisions in 60 to 90 seconds
- Business Center Online (Requires a printer to complete application)

Paper (Phone)

- Fill out business and purchase information. **Note:** Leave Account # blank prior to submission. You will fill this in after an application is submitted and approved. Credit Card Agreement disclosures are included on the form.
 - For hearing and speech impaired applicants with no home phone number submit the application to 888-222-2176.**
- Refer the customer to the Credit Card Agreement portion of the application for their review prior to completing and signing the application.
- Verify and record primary and secondary ID type and expiration date for all applicants.
- The applicant (and co-applicant, if desired) fills out the middle section with their contact information and income details. **Note:** They must use the monthly net (after-tax) income.
- Obtain applicant signature(s) and dates.
- Submit phone in application to 888-222-2176.
- Retain signed application in a secure location for at least 25 months.

When phoning in applications, you have two options:

- For no hold times and fast processing, use Phone Express Process (PEP), available 24/7 (See instructions on page 5) **OR**
- Speak to a Merchant Services representative.

You fill in the **blue section** (with account number provided by Synchrony Bank), Merchant fills in **yellow sections**, and Customer fills in **green sections**

Business Center

- Give the applicant(s) the paper Credit Card Agreement disclosures.
 - Keep this page and if not already provided give the Cardholder Agreement to the customer.
- Collect information verbally from applicant (and co-applicant, if desired) interview-style, or the customer can fill out a paper application that you then enter into Business Center.
- Verify and record primary and secondary ID for all applicants.
- After all information is entered, click Print Application.
- Keep the first page and give the rest of the pages to the customer. Those pages contain the account Credit Card Agreement.
- Obtain the customer's signature on the first page.
- Click the box on-screen to confirm that the customer has signed and dated the printed application.
- Click Submit.
- Retain signed application in a secure location for no less than 25 months. See your Card Acceptance Agreement for additional retention requirements.



VALID IDENTIFICATION FOR FINANCING APPLICATIONS

PRIMARY ID

State or government issued non-expired IDs (Driver's License, State ID, Passport, Military ID, or Resident/Alien Green Card)

Note: When using a passport, use state of residence. When using a military ID, the expiration is the date on the top right.

SECONDARY ID

Major credit and debit cards (VISA, Mastercard, American Express, Discover), department store cards, or gas cards with the customer's name and an expiration date on them (non-expired).

Note: Synchrony Bank does not require or advocate the photocopying of customer identification.

2

COMPLETE SALES SLIP

Prior to funding, complete a Sales Slip. Retain the merchant copy of the filled out and signed form.

1 Account and Merchant Number

- Fill in account number and merchant number.

2 Buyer's Information

- Complete buyer's name and merchant's name/ address.

3 Credit Plans

- Check the "Promotional Offer" that corresponds to the Credit Plan that the customer has selected.
 - For Deferred Interest/No Interest if Paid in Full promo, fill in the cardholder Annual Percentage Rate (APR). The APR is given when you obtain an authorization code.
- Customer must initial that they have reviewed and selected a promotion.**

4 Quantity/Description/Sale Price

- Complete description - product category, brand, model number.
- Enter sale price, total payments or down payment (if any), and amount financed.

5 Authorization Code

- Write in authorization code (You should request this code at time of approval) or call merchant services prior to funding to obtain it.
- Write in the date of sale.

6 Buyer's Signature*

- Customer must sign**. Give customer's copy to the customer once signed.

*If no Completion Certificate is required for your program, follow the Funding Process on page 5 upon completion of the job.

** Only one signature is required on joint applications.

Synchrony Bank Sales Slip - B
Payment Processed at Completion

1 Synchrony Bank Account Number: 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6
Merchant Number: 5 3 4 8 1 2

2 Justin Example Co Name/456 Any Street, City, ST, ZIP

3 Justin Example (Buyer's Initial) I have reviewed and selected the promotional option that meets my needs.

4 DESCRIPTION: BRAND WINDOWS, SALE PRICE: 1,200.00, TOTAL PRICE: 1,200.00, AMOUNT FINANCED: 700.00

5 AUTH CODE: 456789, DATE OF SALE: 05/01/2017

6 Justin Example (Buyer Signature)

You will fill in the blue section with an Authorization Code provided by Synchrony Bank, Merchant fills in yellow sections, and Customer fills in green sections.

3

COMPLETE COMPLETION CERTIFICATE (if required)

When the contract between the buyer and merchant has been fulfilled, complete the Completion Certificate.

1 Account Information

- Fill in customer's account number and total amount financed.

2 Buyer's Information

- Fill in the customer(s) name.
- Customer must sign. Only one signature is required on joint accounts.
- Give customer's copy to the customer once signed.

3 Merchant Information

- Complete your business information.
- Dealer must sign and date.

COMPLETION CERTIFICATE

1 Synchrony Bank Account # 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 Amount to be Financed: 1,000.00

2 Justin Example (Customer Signature), Date of Sale: 08/01/2017

3 Joe Doe (Merchant Signature), Date: 5/3/17

You will fill in the blue section with the account number that Synchrony Bank has provided, Merchant fills in yellow sections, and Customer fills in green sections.

Funding Process

- If you have not obtained an authorization code for the project amount, call 888-222-2176 to obtain it.
- Fax Sales Slip and Completion Certificate to 888-222-2986 for funding.
- Synchrony Bank will deposit the proceeds, less any discount, directly into your company's checking account using the Automated Clearing House (ACH) system.
- A daily settlement report is available to you on Business Center 24 to 48 hours after submission.

ONLINE RESOURCES**Business Center**businesscenter.mysynchrony.com

- Manage your Synchrony Bank account
- Submit credit applications
- Access business and funding reports
- Order signage and forms

Toolboxtoolbox.mysynchrony.com

- Watch webinars about selling with financing in-home
- Access printable sales tools to use during financing conversations
- Learn about Synchrony Transact

Learning Centerlearn.synchronybusiness.com

- Take short online courses showing how to use financing
- Watch videos of best practices by other businesses
- View on-demand business-building webinars

Phone Express Processing (PEP), call 888-222-2176

Press 1 - To use new PEP automated system-this is the fastest way to enter an application and get a credit decision.

Press 2 - To submit a new application.

Information you will need to use PEP:

- 16-digit dealer number
- Applicant's date of birth, Social Security Number, Individual Tax Identification Number (ITIN), address, zip code and telephone number
- Applicant's residential status: own, rent or other
- Applicant's net income figure, including all sources of income

Transparency Principles: COMPLIANCE REQUIREMENTS

Synchrony Bank promotes full transparency and disclosure to all applicants for its credit card program (the “Synchrony Bank Financing Program”). To assure that applicants are aware of several key attributes of the Synchrony Bank Financing Program, you hereby agree as follows:

- 1) You will ensure that training on how to offer, process and transact with the Synchrony Bank Financing Program is integrated into your existing associate training program. Helpful training materials including videos, self-paced courses and pre-recorded webinars can be found online at Synchrony Bank’s Learning Center: <https://learn.synchronybusiness.com>.
- 2) Your customers must receive the Credit Card Agreement in writing and have the opportunity to review it and other disclosures in the application brochure before signing an application.
- 3) All Synchrony documents must be retained in a secure location for 25 months (actual time period may be longer if specified in your Card Acceptance Agreement). Failure to keep and, upon request, produce the signature page to Synchrony Bank may expose your business to an automatic chargeback upon consumer dispute.
- 4) Fees may not be charged to consumers for applying for credit or for using their Synchrony Bank account to finance purchases. These fees have been called Administration Fees, Documentation Fees or Finance Fees or other generic terms. All are prohibited by your Card Acceptance Agreement with Synchrony Bank and you will be responsible for refunding customers accordingly.
- 5) You or your staff must inform all Synchrony Bank Financing Program applicants of the following:
 - The Synchrony Bank Financing Program is a credit card and is NOT an in-house credit program. The Synchrony Bank Financing Program is NOT an interest-free credit card.
 - Cardholders should be provided with information about the different special financing options available to them and how they work before requested to choose which one to use for their specific purchase. It is especially important that cardholders understand the basic features of No Interest, Reduced Interest and Deferred Interest /No Interest if Paid in Full options, if all these type of promotions are being offered. The key concepts include:
 - The length of the promotion
 - Whether the promotion expires and if so what happens upon expiration
 - Required payments during the promotional term
 - For Deferred Interest promotions, deferred interest accrues on the outstanding balance during the promotional period from the date of the transaction. Finance charges can be avoided ONLY IF the promotional balance is paid off prior to the end of the promotional period.
- 6) You must provide the promotional terms to the customer on the completed, signed Sales Slip.
- 7) You will advise customers of any policy regarding returns/refunds.
- 8) These program guidelines are designed to provide transparency for cardholders. Synchrony Bank reserves the right to monitor your adherence to these and other Synchrony Bank Financing Program policies subject to the consequences defined in your Card Acceptance Agreement.

FAIR AND RESPONSIBLE LENDING REQUIREMENTS

Fair Lending Principles to Know

Credit must be offered to all applicants fairly and consistently. Failure to do so may result in allegations of discrimination, potential violations of federal or state fair lending laws, litigation or reputational risk. All customers should be encouraged to apply for credit without regard to race, color, religion, national origin, sex, marital status, familial status, age, disability, receipt of income (in whole or in part) from public assistance programs, or an applicant’s good faith exercise of a right under the Consumer Credit Protection Act. In addition, credit-related activities must be conducted in a way that is not considered unfair, deceptive, or abusive from the customer’s perspective. Unfair activities are those that may cause unavoidable “substantial injury” (typically financial harm) to customers. Deceptive activities could include statements or omissions that mislead customers or influence their decision to buy or use a product or service. Abusive practices interfere with the customers’ ability to understand the terms and conditions of a product or service; or which take advantage of the customers, lack of understanding or inability to protect their interests.

Clear and Accurate Communications

Your advertising, signage, and conversations with customers should help them understand and make informed choices regarding your products and available financing options. Disclosures should clearly and accurately describe the terms, conditions, and any limitations associated with the purchase and the Synchrony Bank relationship the customer is establishing.

Taking and Processing Applications

All customers should be encouraged to complete and submit applications for credit. Do not discourage anyone from submitting an application, either through oral statements, body language, delays or discourtesy. Also, make certain that employees provide a consistent level of service in responding to questions from customers about the availability of credit and/or completing the application.

Completing the Credit Application

The credit application and Credit Card Agreement must be provided to customers before they apply. It is the customer’s choice to have a joint applicant, but it is not required that a joint applicant be a spouse. Alimony, child support or separate maintenance payments do not need to be disclosed unless the customer wants this income to be considered.

Pricing and Fees

No fees related to the application process or Synchrony Bank financing are allowed, and the pricing of credit approved for customers cannot be changed from what Synchrony Bank approved and communicated. The availability of promotions must be consistently shared with customers when they apply for credit.