

MERCHANT SERVICES HOTLINE 888-222-2176

Hours: Monday-Friday 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
Fax Line for Funding: 888-222-2986		Customer Service Hotline for Account Holders: 800-250-5411		
Home Specialty Industry Specific Selling and Marketing Tools: toolbox.mysynchrony.com		General Training Courses and Videos for Your Staff: learn.synchronybusiness.com		

ORDERING SIGNAGE AND POINT-OF-PURCHASE (POP) MATERIALS

In **Business Center**, click **HELP & RESOURCES**, select **ORDER SUPPLIES**, then select a **PROGRAM**. 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



Important Notes:

- Primary applicant must own and reside at the property to be improved. Mobile homes included.
- A joint-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 joint-applicant.
- One account per property (household) in a 60-day period.
- Synchrony does not allow split ticket financing - i.e., processing a single purchase between two new separate credit limit or two separate lenders.
- Always verify and document two forms of ID for all applicants. ID verification is not required if the application is completed on the applicant's personal device.
- For purchases using an existing Synchrony private label credit card account, always call Synchrony 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 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: the outcomes below assume that there are no other balances on the cardholder’s account.

PAYMENT OPTIONS	ESTIMATED MONTHLY PAYMENT	ESTIMATED PAYOFF PERIOD	ESTIMATED TOTAL PAYMENTS
Minimum Monthly Payment	\$126*	104	\$12,996
Optional Equal Payments	\$416.67	12	\$5,029

NOTES:

*Final payment will be lower.

Reduced Interest Financing Options

Fixed Payment Reduced Interest Until Paid in Full

PAYMENT OPTIONS	ESTIMATED MONTHLY PAYMENT	ESTIMATED PAYOFF PERIOD	ESTIMATED TOTAL PAYMENTS
Fixed Monthly Payments	\$62.50	115	\$7,232

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., \$5,000 x 1.25% pmt. factor = \$62.50).
- 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

Equal Payment No Interest

PAYMENT OPTIONS	ESTIMATED MONTHLY PAYMENT	ESTIMATED PAYOFF PERIOD	ESTIMATED TOTAL PAYMENTS
Equal Monthly Payments	\$200	25	\$5,029

- No Interest is often referred to as “Equal Pay”
- \$29 Account Activation Fee is added to last payment
- 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 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 private label credit card
 - Complete transaction details
 - Manage your sales pipeline, and more



STEP 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)

- 1 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.**
- 2 Refer the customer to the Credit Card Agreement portion of the application for their review prior to completing and signing the application.
- 3 The applicant (and joint-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.
- 4 Verify and record primary and secondary ID type and expiration date for all applicants.
- 5 Obtain applicant signature(s) and dates.
6. Submit phone in application to 888-222-2176.
7. Retain signed application in a secure location for at least 25 months.

The form is titled "Home Improvement Consumer Credit Application" and includes fields for Applicant and Merchant information. Numbered callouts indicate where to fill in information:

- 1: Merchant ID (12345 10/14 VISA 1/18)
- 2: Applicant/Joint Applicant Signatures and Dates
- 3: Applicant and Joint Applicant Contact Information (Name, Address, City, State, Zip, Social Security Number, Email Address)
- 4: Applicant Primary ID (1234567890123456)
- 5: Applicant Signature and Date

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

VALID IDENTIFICATION FOR FINANCING PAPER 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 does not require or advocate the photocopying of customer identification.



STEP 2 - COMPLETE SALES SLIP

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

- 1 Fill in customer account number and merchant number.
- 2 Complete buyer's name and merchant's name.
- 3 Fill in employee name or ID (optional).
- 4 Enter Total Sale and amount financed.
- 5 Enter date of sale.
- 6 Input Promotional Plan number. Plan numbers can be found on the reverse side of the sales slip. Check the Promotional Offer that corresponds to the promotional type that the customer has selected.

Important: For Deferred Interest/No Interest if Paid in Full promotions, fill in the number of months as designated on the reverse side of the sales slip. The cardholder's Annual Percentage Rate (APR) is given when you obtain an authorization code. If the APR is variable this will be communicated when you obtain the authorization. Check box if applicable.
- 7 Write in authorization code.
- 8 Complete Product Information Brand/Model #/Invoice # – Complete Product Information as applicable.
- 9 Buyer's Signature – Customer must sign. Give customer's copy to the customer.

Synchrony Bank Sales Slip

1. Complete Sale Data

Customer Account Number: **112345678901123456** Merchant Number: **534812**

Buyer Name: **Justin Example** Company Name: _____

Merchant Name: _____

Employee ID (Optional): **Example** Total Sale: \$ **12,000.00**

Date of Sale: **10/01/2020** Amount Financed: \$ **17,000.00**

2. Input Promotional Plan # **123** and select the promotion type below. **Make sure the bubble is filled in next to the promotion type that you have selected.** See reverse side for additional details. **Not all promotions are available to all Merchants.**

Fixed Payment Reduced APR - Paid in Full

Equal Payment No Interest - Paid in Full

No Interest if Paid in Full within **12** Months (Deferred Interest) **2.16** % variable, APR varies with the market based on the Prime Rate.

Authorization Line 1-888-222-2176. Option 2, then Optio **7** Auth. Code: **458789**

3. Product Information

Brand / Model # / Description / Invoice #: **BIRANDI WINDOWS**

Brand / Model # / Description / Invoice #: **123 WINDOWS**

Buyer Read & Sign

I acknowledge receipt of a completed copy of this Sales Slip and have reviewed and understand the promotional terms that will apply to this purchase. I authorize "Amount Financed" shown above to be charged to my credit card account in accordance to the contract between Buyer and Merchant and agree that the purchase will be governed by the terms of the Synchrony Bank Credit Card Agreement.

If this was an in-home sales transaction, I acknowledge that I have been provided by the Merchant with both the oral and written notice of my right, as a Buyer, to cancel this transaction (if applicable).

Synchrony Bank assesses a one-time \$29 Activation Fee under the Credit Card Agreement at the time the first purchase posts to the account. Any additional surcharges or fees charged by the merchant in connection with applying for or using the Credit Card are prohibited.

BUYER SIGNATURE: **Justin Example** DATE: _____

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Funding Fax 1-888-222-2986
202-671-01 (7/2020) HI-NO MENU WFD2585A

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

Want to skip the paperwork?

Go digital and simplify your financing process with Synchrony Transact!

Our online platform makes it quick and easy to:

1. Estimate payments and apply for credit.
2. Create sales slips.
3. Submit for funding.

Find out more at toolbox.mysynchrony.com/transact.

Important Notes:

- All promotional plan numbers are on the back of the sales slip. Not all plans may be available to you.
- All merchants will have 6 Months Deferred Interest with Payment promotion added to their promotions, if it's not already included.
- For new merchants, you will default to 6 Months Deferred Interest with Payment. Consult your Synchrony® Sales Representative on how to choose your promotions.



STEP 3 - SUBMIT FOR FUNDING

Fax the Sales Slip to Synchrony at 888-222-2986 for funding.

Funding Process

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



ONLINE RESOURCES

Business Center

bc.syf.com

- Manage your Synchrony account
- Manage your promotions
- Access to all reporting
- Order signage and forms

Toolbox

toolbox.mysynchrony.com

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

Learning Center

learn.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

Not on Transact? Now is the time to switch!

- Complete control over what your team offers
- One-click funding
- All sales slips tracked
- Easier than paper/simplified



For more information on Transact go to **toolbox.mysynchrony.com** or call your Synchrony Sales Team at **1-877-891-9803**.

TRANSPARENCY PRINCIPLES: COMPLIANCE REQUIREMENTS

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

- 1) You will ensure that training on how to offer, process and transact with the Synchrony 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’s Learning Center: 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 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 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 and you will be responsible for refunding customers accordingly.
- 5) You or your staff must inform all Synchrony Financing Program applicants of the following:
 - The Synchrony Financing Program is a credit card and is NOT an in-house credit program. The Synchrony 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 reserves the right to monitor your adherence to these and other Synchrony 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 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 financing are allowed, and the pricing of credit approved for customers cannot be changed from what Synchrony approved and communicated. The availability of promotions must be consistently shared with customers when they apply for credit.