Retail Transparency Principles

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’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) You must retain each applicant’s signature page and sales receipts in a secure location for no less than 25 months from the date of the application. 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 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 types 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 complete the document that provides the promotional terms to the customer. These may be referred to as sales slips, sales receipts or Optional Financing Plan (OFP) forms (not required for online sale transactions – these will auto print through Business Center). For all Synchrony Bank promotional transactions, obtain the cardholder’s signature on the printed sales receipt.

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.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)

August 2017
Synchrony Car Care Transparency Principles

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’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) You must retain each applicant’s signature page and sales receipts in a secure location for no less than 25 months from the date of the application. 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 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 types 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 complete the document that provides the promotional terms to the customer. These may be referred to as sales slips, sales receipts or Optional Financing Plan (OFP) forms (not required for online sale transactions – these will auto print through Business Center). For all Synchrony Bank promotional transactions, obtain the cardholder’s signature on the printed sales receipt.

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.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)
Home Specialty Transparency Principles

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’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) You must retain each applicant’s signature page and sales receipts in a secure location for no less than 25 months from the date of the application. 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 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 types 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 complete the document that provides the promotional terms to the customer. These may be referred to as sales slips, sales receipts or Optional Financing Plan (OFP) forms (not required for online sale transactions – these will auto print through Business Center). For all Synchrony Bank promotional transactions, obtain the cardholder’s signature on the printed sales receipt.

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.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)
Outdoor Power Equipment Transparency Principles

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. Help training materials including videos, self-paced courses and pre-recorded webinars can be found online at Synchrony Bank’s Learning Center: http://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 (Revolving credit only).

3) You must retain each applicant’s application and sales receipt/contract for no less than 25 months from the date of the application for revolving credit; and for the life of loan for installment loans. Failure to keep and, upon request, produce the application and sales receipt/contract to Synchrony Bank may expose your business to an automatic chargeback upon consumer dispute.

4) Any fees that might be charged to you for a promotion may not be passed on to the customer. 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) Make sure that you include customer promotion fees in your discussion and point out where it is stated on the sales slip (above the customer’s signature).

8) You will advise customers of any policy regarding returns/refunds.

9) 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.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)
Powersports Transparency Principles

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) You must retain each applicant’s application and contract for the life of the loan. Failure to keep and, upon request, produce the application and contract to Synchrony Bank may expose your business to an automatic chargeback upon consumer dispute.

3) Any fees that might be charged to you for a promotion may not be passed onto the customer. This practice is prohibited and you will be responsible for refunding customers accordingly.

4) You or your staff must inform all Synchrony Bank Financing Program applicants of the following:
   - Applicants should be provided with information about the different financing options available to them and how they work before the applicant is requested to choose one for their specific purchase. It is especially important for potential accountholders to understand the basic features of Fixed Interest Rate and Introductory Interest Rate options, depending on which type of offer is available. The key concepts include:
     • The loan term and interest rate on a fixed loan
     • The introductory interest rate and introductory term on a step rate loan as well as the post introductory interest rate and term

5) You will advise customers of any policy regarding returns/refunds.

6) These program guidelines are designed to provide transparency for your customers. 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 Dealer Agreement.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)
Yamaha Installment Transparency Principles

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) You must retain each applicant’s application and contract for the life of the loan. Failure to keep and, upon request, produce the application and contract to Synchrony Bank may expose your business to an automatic chargeback upon consumer dispute*

3) Any fees that might be charged to you for a promotion may not be passed onto the customer. This practice is prohibited and you will be responsible for refunding customers accordingly.

4) You or your staff must inform all Synchrony Bank Financing Program applicants of the following:
   • Applicants should be provided with information about the different financing options available to them and how they work before the applicant is requested to choose one for their specific purchase. It is especially important for potential account holders to understand the basic features of Fixed Interest Rate and Introductory Interest Rate options, depending on which type of offer is available. The key concepts include:
     • The loan term and interest rate on a fixed rate loan
     • The introductory interest rate and introductory term of the period on a step rate loan as well as the post introductory interest rate and term

5) You will advise customers of any policy regarding returns/refunds.

6) These program guidelines are designed to provide transparency for your customers. 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 Dealer Agreement.

* Surveillance will be conducted on declined applications to ensure the correct version of the applications are being used for submission. Please continue to keep all submitted applications, declined and approved but not funded, for 25 months, as you may be asked to provide evidence of an applicant’s completed and signed Synchrony Bank application.

If you wish not to receive future advertising faxes from Synchrony Bank, please call toll free at (866) 923-8377 or fax your request to (866) 451-0103. Please identify the fax number covered by your request. If you communicate your request to Synchrony Bank by one of the means identified in this notice, then failure to comply with your request within 30 days is unlawful. If you later provide permission to Synchrony Bank to send you advertising faxes, Synchrony Bank may lawfully send you advertising faxes. (Rev. 2/16)

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