

SUPPLIER WELCOME PACKAGE

Welcome to Synchrony!

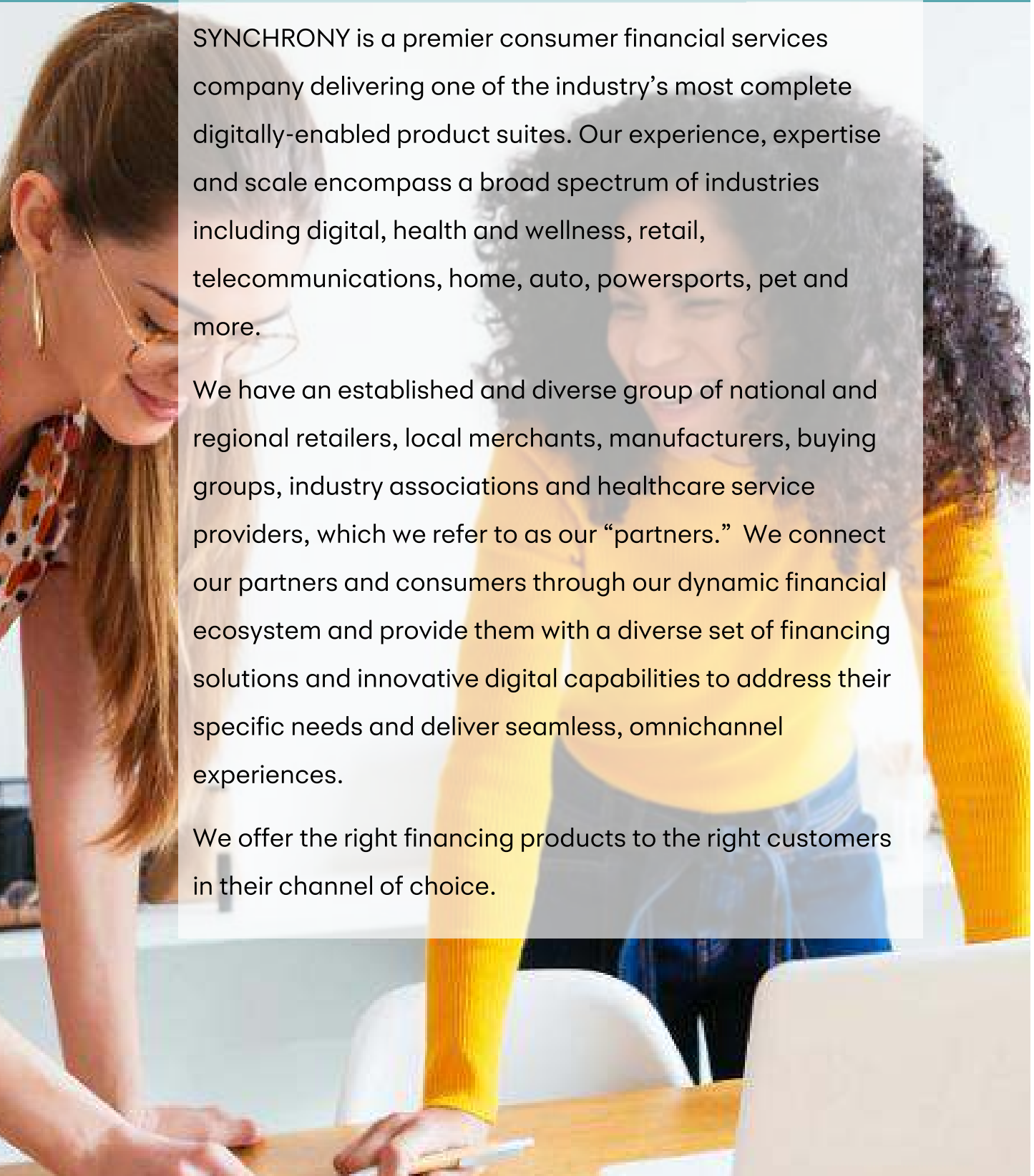
Thank you for your interest in becoming a supplier for Synchrony. We believe in engagement and building strong relationships with our customers, partners, and suppliers. This welcome package will provide you with information to start the process of establishing a relationship with us.

WHO WE ARE

SYNCHRONY is a premier consumer financial services company delivering one of the industry's most complete digitally-enabled product suites. Our experience, expertise and scale encompass a broad spectrum of industries including digital, health and wellness, retail, telecommunications, home, auto, powersports, pet and more.

We have an established and diverse group of national and regional retailers, local merchants, manufacturers, buying groups, industry associations and healthcare service providers, which we refer to as our “partners.” We connect our partners and consumers through our dynamic financial ecosystem and provide them with a diverse set of financing solutions and innovative digital capabilities to address their specific needs and deliver seamless, omnichannel experiences.

We offer the right financing products to the right customers in their channel of choice.





Synchrony maintains a supplier portfolio that shares our commitment to safe and sound practices. To build solid supplier relationships, parameters must be established that govern successful and beneficial interactions.

As a regulated banking entity, there are certain requirements necessary to begin doing business together, regarding both contractual considerations and enterprise risk considerations.

As a potential supplier, we'll need your cooperation to provide us with the necessary information upon request, as we both work toward defining our relationship, as well as when we periodically refresh this information throughout the contractual agreement. This may include completing questionnaires, site visits, meetings, and providing evidentiary documentation, which all work together with our overall Source to Pay Process described in this welcome package.

Disclaimer: Receiving this information or interacting with a Synchrony employee does not promise nor guarantee further engagement or a contract.

SUPPLIER MANAGEMENT

The Source to Pay Process protects Synchrony and our suppliers to successfully ensure that each receives what we've contractually agreed upon and is in harmony with banking regulations.

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SELECTING A SUPPLIER

Synchrony considers many factors to decide which suppliers to use. Included in these factors, is our commitment to build and develop relationships with diverse suppliers that provide goods and services to align with our corporate strategy that reflects the customers and communities where we live, work and serve. Supplier diversity helps us reach and enable new markets and customers across our business community.

Diversity of background, experiences, thought and perspectives across an expanded supplier base drives creativity and innovation, making us a stronger partner.

During the *Selecting A Supplier* phase, we perform due diligence to examine the commercial aspects of one or several suppliers, as well as the risks. Several risk evaluations may require completion by the prospective supplier(s) to ensure controls are in place to mitigate these risks. We'll request a point of contact from your organization who will receive these evaluations and facilitate their completion. This point of contact will get an ID and password from Coupa, our Source to Pay system, enabling us to receive the completed evaluations.

There are several possible evaluations that may be used, all varying in length and complexity. The evaluations that are longer and more technical will require partnership with your network security team, legal, compliance, and/or disaster recovery teams to be completed accurately.

We ask for these evaluations to be completed within 14 days of their issuance. We realize that it may take longer to complete some evaluations, so please be aware that delayed completion will impact our ability to complete the contract process.

Synchrony, with responsibilities to stakeholders and U.S. Federal bank regulators, will evaluate suppliers' risk management controls before the execution of the contract, and periodically thereafter. Based on the potential risks associated with the goods or services to be provided, the following evaluations may be triggered:

- Employee Background Checks Verification
- Model Risk
- Information Security Risk
- Business Continuity & Disaster Recovery
- Fourth-Party/Subcontractor Risk
- Financial – three years of audited financial statements to be provided (if private)
- Reputational Risk – Completed by Synchrony specialists

In some instances, an assessor may need to visit your site. If that is required, you will be notified via the contact you previously provided. If you have any difficulty accessing the system or have questions about the assessments, please inform your Synchrony contact.

Our goal is to parallel-path the contract negotiation with the risk assessments so that the two are complete at approximately the same time. We strive to expedite this process. Timely execution of requests, providing documentation, identifying and resolving identified risks all effect the overall timeline towards an executed contract.

Note: It is our position to work from our standard contract template, in accordance with guidance from our regulatory authorities regarding their expectations of supplier contracts. Any concerns should be discussed with the assigned Sourcing Leader.

PURCHASING & PAYMENT

Once the initial risk assessment process has been completed and the contract has been executed, your Synchrony contact will trigger an email to your company's contact person requesting information such as:

- Legal name, any DBA or parent company name
- Primary address
- Remittance site
- Additional contacts
- Banking information
- Tax document (W-9, W-8, W-8BEN, etc.)
- Supplier diversity information

Complete and submit to us in a timely manner for review and validation of the information provided. You will also be sent an invitation to set up a Coupa Supplier Portal (CSP) account where you will have 24/7 access to view Purchase Orders (PO's) issued by Synchrony and the ability to upload your invoices against those PO's. You may also receive a request to certify tax status through our third-party tax verification process.

Upon successful completion of this process, you will be registered in Synchrony's Coupa procurement system and your Synchrony contact will be able to request a PO

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MAINTAINING THE RELATIONSHIP

After the contracted supplier is set up in Coupa, the supplier moves into the phase where the ongoing relationship with the supplier is managed.

The designated individuals from the supplier and Synchrony maintain the relationship according to the contractual agreement for the life of the agreement. A Synchrony Supplier Manager will be required to complete certain ongoing monitoring activities to ensure effective supplier risk and performance management is implemented and maintained. It is important during this phase that the supplier continues to be responsive, providing required documentation upon request, and identifies and mitigates risks associated with the provided goods/services. Failure to provide accurate responses when requested may delay distribution of timely payment(s).

During Phase 3, the evaluations originally completed are periodically refreshed, along with any new requirements that may arise. This process takes place every year with applicable evaluation links sent by email from Coupa, to the identified point of contact. If an on-site evaluation is necessary, advance notice will be provided to the point of contact, including names of individuals and areas of focus. If you have any difficulty registering or have questions about the evaluations, let your Synchrony contact know.

SUMMARY

Thank you again for your interest in doing business with Synchrony. As a reminder, we are a federally regulated institution and upon active engagement, we will request necessary information from all interested suppliers. To be seriously considered as a potential Synchrony supplier, timely responses and submission of requested information will be required.

If you are selected to potentially engage with Synchrony, be aware of and understand the following expectations:

- Adherence to the Synchrony Supplier Code of Conduct.
- Completion of requested supplier evaluations/questionnaires. These will be sent upon engagement, requesting supplier-specific information with a 14-day turnaround requested.
- Cooperation with a request for a supplier on-site visit.