

CARD ACCEPTANCE AGREEMENT FOR PARTICIPATING MERCHANTS

Synchrony Bank, located at 170 Election Road, Suite 125, Draper, Utah 84020-6425 (“Bank”) has established an open-end credit program for customers of dealers who participate in the program identified in the attached cover letter and/or dealer kit (the “Program”). Under the Program, customers may finance the purchase of goods and services provided by dealers who have applied to Bank and been approved for participation in the Program (“Merchant”). Under the Program, Merchant will process credit applications by which customers apply to Bank to establish credit accounts (“Accounts”) and will accept credit cards issued under the Program, as well as other credit cards issued by Bank and identified to Merchant (collectively, “Cards”) all in accordance with the terms set forth below, including mandatory arbitration of disputes between us, instead of class actions or jury trials.

This Agreement supersedes and replaces in its entirety any previous agreement concerning the establishment of Program-related Accounts and the acceptance of Cards by Merchant. If Merchant is a new participant in the Program, this Agreement is effective upon Bank’s approval of Merchant’s application to participate in the Program. If Merchant is an existing participant under the Program, this Agreement will be effective when Merchant submits a transaction to or through Bank for processing fifteen (15) days or more after receipt of this Agreement (or Bank’s having made this Agreement available to Merchant, including on a website designated by Bank), and once effective, its terms will apply to new transactions processed by Merchant as well as transactions processed under any predecessor agreement replaced hereby. For clarity, this Agreement shall not supersede any other type agreement between Bank and Dealer, including any agreement through which Bank provides network-branded bankcard processing or extends installment credit to Dealer’s customers.

1. **Bank’s Obligations.** Bank’s obligations include the following:

- (a) Establish and administer the Program in accordance with all applicable laws and the terms and conditions of this Agreement
- (b) Provide a point-of-sale process for Merchant to use to enter customer applications and Card transactions for authorization and processing;
- (c) Provide to Merchant “Operating Procedures” which shall set forth instructions on how to submit and process transactions for Cards and any separate instructions applicable solely to Cards, as well as other relevant Program information;
- (d) Provide to Merchant the approved forms of Account credit disclosures (credit applications, terms, privacy policies) and updates as they are published; and
- (e) Contact Merchant in the event of any dispute requiring support from Merchant to resolve, which is made by an individual who has presented a Card (a “Cardholder”) for the payment of goods or services.

2. **Merchant’s Obligations.** Merchant’s obligations include the following:

- (a) Display point-of-sale signage relating to the Program which is distributed or approved by Bank;
- (b) Promote, accept and process credit applications for Cards from and credit transactions with (i) consumer customers only for personal, family or household purposes, and (ii) commercial customers only for business and commercial purposes, in either case, in accordance with this Agreement and the Operating Procedures and instructions from Bank (e.g., ensure that requested fields are completely filled out, verify identification, provide required terms and disclosures etc.), without discrimination of any kind;

(c) Honor without discrimination valid Cards as a method of payment for purchases and process transactions in accordance with the terms of this Agreement, the Operating Procedures, and such other procedures as Bank may from time to time prescribe for the authorization, processing, and settling of Card transactions; Merchant acknowledges that it received a copy of the Operating Procedures;

(d) Process only bona fide charges and credits based on the sale of goods or services by Merchant in the ordinary course (and do not process cash advances or “rent-to-own” products); without the prior written consent of Bank, do not process transactions for products sold as part of any “going-out-of-business” or liquidation sale; ensure that each sale involving a Card is evidenced by a single complete record with the sale date and the sale amount, and other information as required by Bank and that no other credit provider has financed a portion of any sales transaction (other than a bona fide down payment or deposit); obtain prior to the delivery of the goods any down payment that may be required; transmit such transactions to Bank in the required format, as set forth in the Operating Procedures; and, ensure that the corresponding information about charges and credits to Accounts (collectively, “Charge Transaction Data”) is not submitted on behalf of a third party (including any liquidator or augmentation seller) and has not been altered in any manner not authorized by the Cardholder;

(e) Ensure that all information, about the Program (other than Bank’s printed terms), and all Program advertising conducted by Merchant, provided or directed to prospective applicants, customers and Cardholders is complete, accurate and legally compliant, and refer prospective applicants and customers to the printed Program terms for detailed information;

(f) Deliver all goods and/or services covered by any charge processed under Section 3 hereof prior to the time the charge is processed;

(g) Respond within twenty-one (21) days to, and fully cooperate with Bank in the resolution of, disputes concerning sales charged to a Card;

(h) Obtain an authorization code from Bank on all transactions prior to submission, and call Bank’s voice authorization facility prior to completion of a transaction in any case involving suspicious or unusual circumstances, including those in which the signature on the sales slip does not match the signature on a Card;

(i) Pay all applicable fees (collectively “Merchant Fees”) set forth on Bank’s pricing schedule governing the Program;

(j) Maintain fair (as determined by Bank) and legally compliant refund, return and exchange policies, which are designed and reasonably expected to be easily understood by the average customer (it being agreed that any return policy that precludes reimbursement under any circumstances for services not rendered is deemed unreasonable) and ensure the refunds and returns are processed promptly and that any material restriction or limitation is clearly and conspicuously disclosed to customers in one or more documents signed by the customer and that such disclosure appears near the customer signature area of such documents;

(k) Comply in all respects at all times with applicable laws, the terms of this Agreement, the Operating Procedures (as such Operating Procedures may be modified or updated from time to time by Bank), and other bulletins provided to Merchant from time to time;

(l) With respect to documents and forms provided to, or to be executed by, a Cardholder or an applicant for a Card or which constitute a disclosure required by Bank and/or applicable law in connection with the Program, only use such documents and forms that were provided to Merchant, or approved in writing by Bank (and only use the latest version of such documents and forms), and not modify any such approved documents or forms without Bank’s prior written consent.

(m) For each Program requiring Merchant to provide Bank with and perfect for the benefit of Bank a security interest in the product financed on an Account (as outlined in the Operating Procedures), Merchant will: (i) file and record all documents necessary to perfect a valid and enforceable first priority security interest for Bank in the Products purchased under each Account, and (ii) send Bank the filing receipts. In states where security interests are noted on the certificates of title or registration, Merchant will (x) complete the necessary forms and documents, (y) forward them, together with the appropriate fees, to the public officials/offices responsible for issuing the certificate of title of registration and (z) send to Bank evidence that Bank's security interest is noted on the certificate of title or registration. All required security interests shall be filed promptly after the Cardholder takes possession of the product, but in no event later than 20 days later;

(n) Ensure that any employee incentive program that is related to the Program meets the standards developed by Bank (as may be updated from time to time by Bank), which Bank will provide to Merchant upon request; and

(o) Train its employees, and ensure that any Third Party Vendor trains its employees, to operate the Program in accordance with applicable law, the Operating Procedures, this Agreement, and any materials provided by Bank.

(p) Comply with the 'Transparency Principles' set forth in Exhibit A hereto.

3. Settlement Process/Payment for Charges.

(a) Merchant agrees to transmit to Bank, generally each day, but in no event later than two business days after the transaction date, complete and accurate Charge Transaction Data occurring since the immediately previous transmission, as provided in the Operating Procedures. Additionally, as set forth in the Operating Procedures, if Merchant provides home improvement goods or services, Merchant will deliver to Bank, by facsimile or other means: (i) the completed credit application (in case of the initial extension of credit); (ii) the sales slip with credit authorization noted on it; (iii) the work order or sales slip with evidence that any required federal and/or state law three-day rights of rescission have been given; (iv) a completion or delivery certificate; and (v) and other documentation Bank may reasonably require (together, the "Home Improvement Loan Documents"). Upon receipt of the Charge Transaction Data and any required documents (including the Home Improvement Loan Documents if applicable), and provided Merchant is not in default under this Agreement, Bank will deposit to a bank account designated by Merchant the total amount of all charges reflected in such Charge Transaction Data, less the total of (i) any credits reflected in such Charge Transaction Data, (ii) any amounts being charged back to Merchant, (iii) any Merchant Fees, which Bank may choose to deduct on a daily or monthly basis, in its discretion (and/or corrections to any such fees based on erroneous information submitted by Merchant), unless Bank elects to separately bill Merchant for such fees, and (iv) at Bank's option, any other amounts (including any fees) which may be owed, to Bank or to any of Bank's affiliates, by Merchant, by any of Merchant's affiliates, or under any other agreement or merchant number between Bank and Merchant. If at any time, the amount Bank owes Merchant is less than the amount Merchant owes Bank, (without regard to any Reserve Account established pursuant to Section 3(d) hereof), Merchant agrees to pay Bank the net difference.

(b) Pricing relating to Merchant Fees (as well as any rebate or participation percentages available to Merchants) under this Agreement will be provided by Bank on pricing schedules, which Bank may distribute from time to time. If, within the timeframe set forth within the Operating Procedures or any pricing schedule, any Account to which a rebate or participation percentage was paid to Merchant is: (i) paid in full, regardless of the funding source used to pay the Account in full, or (ii) in default (as evidenced by a copy of Bank's "Notice of Default"), or (iii) the Account is charged back to Merchant, then any and all of such rebate or participation funds paid by Bank shall be returned promptly to Bank following Bank's request. Bank may modify the pricing schedule applicable to credit promotions under the Program in its discretion with notice to Merchant. Such new prices will be applicable to Merchant as of the effective date established by Bank.

(c) Merchant hereby authorizes Bank to initiate ACH credits and debits to Merchant's designated bank account for purposes of settling transactions hereunder, and making necessary adjustments and initiating payments due to Bank from Merchant hereunder. If applicable, such bank account may be the account utilized by a floor plan lender

to settle obligations owing by Merchant to the floor plan lender under its floor plan financing agreement with the floor plan lender, in accordance with the terms and procedures for the auto-settlement function set forth in the Operating Procedures. In such case, Bank may setoff amounts due either Bank or the floor plan lender against amounts due Merchant hereunder or under Merchant's agreement with the floor plan lender. Merchant acknowledges that Bank will not be responsible for the application or use of funds by the floor plan lender. Merchant is solely liable for all fees and costs associated with such ACH Account and for all overdrafts. Bank will not be liable for any delays in receipt of funds or errors in ACH Account entries caused by third parties, including Merchant's bank.

(d) If Bank determines in its sole discretion that Merchant's financial condition has deteriorated, if Merchant breaches this Agreement, or if Bank experiences an unusual volume or nature of disputes and/or chargebacks, returns or credits relating to charges submitted by Merchant (based on Bank's experience with Merchant and/or other dealers), then Bank may withhold from the settlement payments otherwise due Merchant an amount Bank deems necessary to fund a non-interest bearing reserve account (the "Reserve Account"). Bank shall be the sole owner of the Reserve Account (if any), and may (but need not) debit the Reserve Account from time to time to satisfy any amounts owed by Merchant to Bank. Bank will return to Merchant any amounts remaining in the Reserve Account no later than one year after termination of Merchant's participation in the Program (the "Final Liquidation Date").

(e) Bank reserves the right to refuse to process any Charge Transaction Data presented by Merchant (i) unless a proper authorization/approval code is recorded, (ii) if Bank determines that the Charge Transaction Data is or will become uncollectible from the Cardholder to which the transaction would otherwise be charged, or (iii) if Bank determines that the Charge Transaction Data was prepared or submitted in violation of any provision of this Agreement or the Operating Procedures.

(f) Merchant will not (i) process any charge for more than the sale price of the goods or services (provided that Merchant shall include in the transaction amount any taxes imposed by law (such taxes shall not be separately collected)), (ii) impose any surcharge on transactions made using a Card, (iii) require the Cardholder to pay any part of any charge assessed by Bank to Merchant, whether through any increase in price or otherwise, or to pay any contemporaneous finance charge in connection with the transaction charged to a Card, or (iv) set a dollar amount above or below which Merchant refuses to honor otherwise valid Cards, (v) accept payments for charges made previously at Merchant and settled, or (vi) process any transaction that represents collection of dishonored a check.

(g) Merchant will not accept any payments from a Cardholder for charges billed on an Account, and will instead refer the Cardholder to Bank's payment address. If for any reason, Merchant inadvertently accepts a Cardholder payment, Merchant will hold such payment in trust for Bank and will immediately forward such payment to Bank for processing. Additionally, Merchant hereby grants Bank a limited power of attorney to cash and retain for its own account any Cardholder payments on Accounts which are erroneously made out to Merchant.

4. Credit Applications. Merchant will follow all procedures provided to it by Bank in taking and submitting to Bank credit applications for Cards, will ensure that all credit applications are signed in person by the applicant, and will provide to each applicant at the time the credit application is submitted a complete and current copy of the applicable terms and conditions and privacy policy that applies to the Account. Bank may, in its sole discretion, approve or decline any application submitted. Bank may also decline to pay or credit settlement proceeds to Merchant as would otherwise be required under Section 3 above if Bank determines that (i) Merchant has falsified the application in any respect; (ii) Merchant knows or reasonably should have known that the application contains false information; (iii) any information on the physical application does not match the information transmitted to Bank; (iv) the identification or verification requirements have not been satisfied; or (v) any other required procedures have not been met (an application meeting the description set forth in any of (i) through (v) above or that otherwise does not meet all of the requirements of this Section or the Operating Procedures will be considered a "Defective Application"). If proceeds of any transactions have been credited to Merchant's account prior to Bank's discovery of any of the defects set forth above, Bank may charge back the amount of any or all transactions charged on the Account.

5. Chargeback Rights.

(a) **Bank's Right to Chargeback.** Bank will bear all credit losses associated with purchases financed on Accounts. However, Bank may charge back to Merchant any transaction on a Card when one or more of the following occurs:

(i) The Cardholder disputes the charge, if Bank has given Merchant an opportunity to respond and Bank determines that the Cardholder's dispute is valid.

(ii) The Cardholder refuses to pay, based on an assertion of a dispute about the quality of the merchandise or services purchased from, or any act or omission by Merchant, including any alleged breach of warranty provided by or through Merchant.

(iii) The charge(s) are incurred on an Account opened upon submission of a Defective Application.

(iv) The charge does not fully comply with any of (x) this Agreement (or any representations, warranties and covenants set forth herein), (y) the Operating Procedures, or (z) applicable law.

(v) The charge is disputed, and Merchant cannot supply a copy of the underlying sales receipt, the Home Improvement Loan Documents, if applicable, the signed Card application or other documents required in accordance with this Agreement within seven (7) days of Bank's request.

(vi) Bank determines that (x) any charge does not represent a bona fide sale (including without limitation fraud arising from fraudulent activities of Merchant's employees) by Merchant, or involved acts of fraud by any party, or (y) Merchant did not obtain an authorization/approval code as provided for in Section 2(h).

(vii) The goods or services purchased have not been delivered, provided or shipped.

(viii) The Cardholder alleges that the Merchant provided false or misleading information (e.g., incorrect information about credit promotions).

(ix) Any credit is submitted where there is no corresponding charge transaction.

(x) Any disputed or fraudulent charge or credit relates to a transaction where the Cardholder was not physically present at Merchant's location (e.g., by telephone or via Internet).

(xi) Any disputed or fraudulent charge or credit relates to a transaction where the Cardholder did not physically present the credit card (or other approved manifestation of an Account provided by Bank) or Merchant failed to obtain a physical imprint or electronic record of the Card (Merchant acknowledges that, under these circumstances, the fact that an authorization/approval code was obtained does not mean that a particular Card transaction is in fact a valid or undisputed transaction entered into by the actual Cardholder or an authorized user of the Card).

(xii) The transaction was submitted to Bank more than thirty (30) days after it occurred.

(xiii) If the Program is associated with a named sponsor and any charge to an Account is submitted after Merchant is no longer an authorized participant in the sponsor's dealer network.

(xiv) For each Program requiring Merchant to provide Bank with and perfect for the benefit of Bank a security interest in the product financed on an Account (as described in Section 2(n), Merchant fails to (i) complete the steps necessary to perfect a valid and enforceable first priority security interest for Bank in the product financed on an Account within 20 days after the Cardholder takes possession of the product, or (ii) send all required documentation in respect of the foregoing within 120 days after the Cardholder takes possession of the product.

(b) **Excessive Chargebacks.** If Bank determines, in its sole discretion, that Merchant is receiving an excessive amount of chargebacks or attempted chargebacks, in addition to Bank's other remedies under this Agreement, Bank may take either or both of the following actions: (1) review Merchant's internal procedures relating to acceptance of Cards and notify Merchant of new procedures Merchant should adopt in order to avoid future chargebacks; and/or (2) notify Merchant of the imposition of a charge (or a new rate with respect to such a charge for processing chargebacks).

(c) **Claims of Cardholders.** Merchant has full liability for the amount of any Charge Transaction Data for which Merchant's ACH Account has been provisionally credited and which is thereafter the subject of a chargeback. Merchant may not resubmit transactions financed on Accounts under the Program under any circumstances.

6. Provision of Processing Terminals. Bank will provide a point-of-sale process, which may include processing terminals or other means (each, a "Terminal"), to be used for the electronic authorization and monetary settlement of Card applications and Card transactions (and which shall not be used to process other credit transactions without Bank's consent). Bank may also supply Merchant with a manual credit card imprinter, for use in the event the Terminal malfunctions. Any Terminal or imprinter provided to Merchant will remain Bank's property, and Merchant will return them to Bank at Bank's request. However, during the time Merchant has possession of the Terminal, Merchant will bear any personal property, use or excise taxes assessed on the Terminal. If Merchant fails to timely return any Terminal upon Bank's request following the termination of this Agreement, Merchant shall pay to Bank a fee, as determined by Bank from time to time. Merchant will be responsible for any damage or repair to a Terminal or imprinter provided to it by Bank, and Merchant will safeguard the Terminal and imprinter and use them only in accordance with applicable instructions and specifications. Bank specifically does not grant to Merchant any intellectual property rights associated with the Terminal or other point-of-sale equipment, software or peripherals.

7. Ownership of Accounts and Information. Merchant acknowledges that Bank owns all Accounts and Cards, and all information concerning Cardholders, applicants and Accounts obtained in connection with the Program (collectively, "Cardholder Information") and that Merchant has no ownership rights therein. Accordingly, Merchant will not represent itself as the owner of, or the creditor on, any Account or Cardholder Information. As a precaution, to confirm Bank's ownership of Accounts and related documentation, Merchant hereby grants to Bank a first priority continuing security interest in any right, title or interest that Merchant may now have or may hereafter be deemed to have in the Accounts and related documentation, in the Reserve Account, and in any goods charged to Accounts which have been returned to Merchant but for which Merchant has not submitted a corresponding credit transaction to Bank. Merchant authorizes Bank to prepare and file any documentation required to evidence and enforce this security interest, including UCC financing statements, and will sign any related documentation requested by Bank, including without limitation, any intercreditor agreements necessary to ensure that none of Merchant's other creditors asserts any claim on the Accounts, the Reserve Account or any related documentation.

8. Merchant's Representations, Warranties and Covenants. Merchant represents, warrants and covenants as follows:

(a) Merchant will forward to Bank promptly after receipt, at any time during or following Merchant's participation in the Program, a copy of any legal proceeding, or a communication relating to an Account received from a Cardholder or from a governmental or regulatory authority.

(b) Without Bank's consent, Merchant will not permit the sale of extended warranties, service contracts, gift certificates, stored value cards (or reloads), or any other future service or delivery obligation (including any pre-paid membership (periodic or lifetime) or similar product), to be charged to Accounts.

(c) Merchant will issue a credit to an Account (and not give any Cardholder cash) in connection with any return or exchange of merchandise or services originally charged to the corresponding Card; such credit shall be included in the next business day's transmission of Charge Transaction Data; the amount of such credit cannot exceed the amount

shown as the total on the original charge slip, except by the exact amount required to reimburse the Cardholder for postage that the Cardholder paid to return merchandise; and, Merchant shall not issue a credit to any Cardholder unless Merchant shall have previously completed a retail charge transaction with such Cardholder on the corresponding Card.

(d) On behalf of Bank, Merchant shall (i) store in accordance with the security requirements set forth below) original documentation of each Card transaction for at least one year from the date of the respective transaction; (ii) retain copies of all charge and credit slips, original completed Card applications, detailed purchase invoices, and copies of all Charge Transaction Data submitted to Bank, for at least twenty-five (25) months and thereafter continuously unless after retaining such documents for the twenty-five month period Merchant offers to ship such documents to Bank and Bank authorizes Merchant to destroy them instead; and (iii) provide any or all of these records to Bank promptly, but no later than seven (7) business days following Bank's request.

(e) Merchant is in compliance with, and will continue to comply with, all applicable laws, rules and regulations, including but not limited to: laws relating to (i) its sales of merchandise and services; (ii) the advertising or sale of products and services on credit; (iii) point-of-sale practices and representations made by Merchant's employees and representatives; and (iv) laws relating to privacy and data security, including without limitation, the requirement to have and maintain a written data security policy.

(f) Merchant will provide only truthful and complete information to Cardholders regarding Accounts, and will take no action to prevent any amounts charged to any Card from being valid and enforceable against the applicable Cardholder.

(g) Merchant will properly code all promotional charges and will make any corrections necessary in the event of mistakes and disputes regarding promotions.

(h) Merchant is and will at all times remain solvent, duly organized, validly existing and in good standing under the laws of its state of formation, will not violate its organizational documents or materially violate any agreements it has with third parties, and will advise Bank promptly of any condition or default under any agreement Merchant has with any third party that may materially affect Merchant's prospects, continued operations, or property.

(i) Any and all information previously furnished by Merchant to Bank, or any information subsequently furnished by Merchant, including information provided in Merchant's credit application or registration for participation in the Program, is or shall be true and correct in all material respects when furnished.

(j) With respect to any transaction for which a Card is not physically presented, such as in any online, mail, telephone or pre-authorized transaction, Merchant must (i) have notified Bank in writing of Merchant's intention to conduct such transactions, and Bank must have agreed to accept them, and (ii) have reasonable procedures in place to ensure that each Card sale is made to a purchaser who actually is the Cardholder or the authorized user of the Card.

(k) Merchant will not submit a Card transaction for the purpose of (i) disbursing cash (or scrip) to the Cardholder, or (ii) refinancing an existing debt.

(l) Merchant will not require (i) a Cardholder to complete any postcard or similar device that includes the Cardholder's name, account number, Card expiration date, signature, or any other related account data when any such information would be in plain view when mailed, or (ii) request an account number from a Cardholder for any purpose other than as payment for the sale of Merchant's goods and/or services.

9. Cardholder Information/Confidentiality and Data Security.

(a) From time to time, Bank will make available to Merchant, or Merchant may capture in the course of operations under the Program, certain fields of Cardholder Information, in connection with Bank's operation of the Program. Merchant agrees in each such instance to use the Cardholder Information only on behalf of Bank for purposes of promoting sales under the Program, and only in accordance with applicable law and Bank's privacy disclosures to Cardholders. Merchant also agrees not to transfer or disclose Cardholder Information, including any Account number, CVV2 or CVC2 number, or any magnetic stripe data, AVS or PIN data, to any third party without Bank's prior written consent. While Merchant may not make use of Cardholder Information provided to Bank in connection with applications for the Program, nothing in this paragraph is intended to restrict Merchant's use of its own customer list in any way, which list may include information about Cardholders that Merchant obtains on its own in the course of providing goods or services to Cardholders. Any Cardholder Information provided to Merchant by Bank may not be used to augment Merchant's own customer files, even where Merchant transmitted this information to Bank on Bank's behalf.

(b) Merchant and Bank will each have a written policy that implements and maintains appropriate administrative, technical and physical safeguards to (i) protect the security, confidentiality and integrity of Cardholder Information, in accordance with applicable law, (ii) ensure against any anticipated threats or hazards to the security or integrity of Cardholder Information; and (iii) protect against unauthorized access to or use of Cardholder Information which could result in substantial harm or inconvenience to any Cardholder or applicant. Without limiting the foregoing, (x) Merchant is prohibited from storing, magnetic stripe track data, CVV2 or CVC2 numbers, or AVS and PIN data, and (y) Merchant will store all media containing "Permitted Customer Information" (which is limited to the Cardholder's name, the Card account number, and the Card expiration date, if any) in an unreadable format and in an area limited to selected personnel on a "need to know" basis only. Prior to discarding any material containing Cardholder Information, Merchant agrees to destroy it in a manner rendering the Cardholder Information unreadable.

(c) Merchant and Bank will be responsible for the acts and omissions of any third party (other than transfers to or on behalf of the other party) to whom it transfers, provides access, or discloses Cardholder Information. Merchant will be responsible for each Third Party Vendor's compliance with the provisions of this Section 9 notwithstanding that Bank, and not Merchant, may have provided the applicable Cardholder Information to such Third Party Vendor (as defined below). Additionally, Merchant and Bank will each ensure that any third party (other than the other party) who obtains access to Cardholder Information through it, directly or indirectly, signs a written contract including strict restrictions on transfer or disclosure, requirements that the Cardholder Information be used only for the specific purpose for which it was disclosed (which purpose must be in connection with Merchant's permitted uses hereunder) and data security provisions corresponding to paragraphs 9(b) and (d). Merchant will notify Bank in advance if Merchant decides to engage a third party that will have access to Cardholder Information ("Third Party Vendor") and will ensure that (i) such Third Party Vendor has sufficient controls in place to comply with this clause and clause (e) below, and (ii) the employees of such Third Party Vendor who will be responsible for fulfilling Merchant's obligations under the Program have been trained sufficiently so as to be able to properly fulfill Merchant's responsibilities hereunder. If Bank requires an audit of Merchant or any of Merchant's Service Providers or Third Party Vendors, agents, business partners, contractors, or subcontractors due to a data security compromise event or suspected event, Merchant agrees to cooperate, and cause its Service Providers and Third Party Vendors to cooperate, with such audit and agrees to pay for all costs and expenses related to such audit, including all of Bank's costs relating to such audit, including attorney's fees. Bank may engage third parties to perform some or all of Bank's obligations under this Agreement, including, without limitation the servicing and administration of Accounts, and may share information with such third parties as needed to perform their contracted functions. As between Bank and the Third Party Vendor, Bank is and will remain the sole and exclusive owner of all right, title and interest in and to all Cardholder Information. To the extent the Third Party Vendor has access to Cardholder Information in connection with the processing of Card transactions, including through Merchant's website, it will only use such Cardholder Information for the limited purpose of processing Card transactions, and will not, without the express written consent of Bank, in each instance, commingle any Cardholder Information with any other data or information.

(d) In addition to any other provisions of this Agreement, Merchant shall notify Bank immediately upon discovery or notification of any actual, potential or threatened security breach (i.e., unauthorized access or use) involving or which may involve any information about Bank's customers. Merchant shall also provide Bank with a detailed description of the incident, the type of customer information that was the subject of the security breach, the identity of the affected customers, and any other information Bank may request concerning the customers or the details of the breach, as soon as such information can be collected or otherwise becomes available. Merchant agrees to take action immediately, at its own expense, to investigate the incident and to identify, prevent and mitigate the effects of any such security breach, and to carry out any recovery necessary to remedy the impact. Merchant also agrees to bear any cost or loss Bank may incur as a result of the breach, including without limitation, the cost of notifying customers if required by applicable law, rule, or regulation or Bank reasonably determines notification should be provided. The provisions of this Section 9(d) will apply to the Third Party Vendor and any breach of its systems, and Merchant will be responsible for satisfying the obligations of this Section 9(d) in any case in which there has been any actual or threatened breach of such Third Party Vendor's systems.

(e) Bank may suspend or terminate the functionality of Cards through any medium operated by a Third Party Vendor at any time upon notice to Merchant if Bank determines that (x) such Third Party Vendor is failing to comply in all material respects with (1) the terms of the Agreement, as applicable to it through this Section 9, or (2) applicable law, or (y) allowing the Third Party Vendor to continue to receive or have access to Cardholder Information, including in connection with processing Card transactions, is likely to result in reputational or business harm to Bank.

10. Merchant Information. The information furnished by Merchant to Bank in its application for participation in the Program and thereafter is complete and accurate and fairly presents the financial condition and business of Merchant. Merchant will also provide Bank from time to time upon request a copy of Merchant's prepared financial statements and such other financial information prepared by Merchant in the ordinary course as Bank may reasonably request. Bank shall not disclose such financial information to any unaffiliated third party. Notwithstanding anything in the foregoing to the contrary, Bank may share information about Merchant's participation in the Program with sponsors and manufacturers whose products and services are sold by Merchant and financed under the Program, as well as with entities with which Bank has any marketing referral arrangements. Additionally, Merchant will provide Bank with information of any change of control involving Merchant, or any change in Merchant's name, business structure or form, principal office, or state of incorporation, before or when the change occurs. Merchant information may be shared by Bank with its affiliates subject to the provisions of this Agreement. With prior notice and during Merchant's normal business hours, representatives of Bank may visit Merchant's business premises and may examine only that part of Merchant's books and records that pertain to Charge Transaction Data and Card sales and credits.

11. No Consequential Damages. Except with respect to indemnification of third party claims, and confidentiality/security obligations, set forth herein, (i) in no event shall either party be liable to the other for any special, incidental or consequential damages arising from the other party's actions under this Agreement, and (ii) both parties waive any claim for punitive damages arising from the other party's actions under this Agreement.

12. Indemnification.

(a) Merchant agrees to indemnify, defend and hold harmless Bank and its affiliates, officers, directors, employees, and agents from any losses, liabilities, and damages of any and every kind (including, without limitation, any costs, expenses or reasonable attorneys' fees incurred by any indemnified party), to the extent arising out of any claim, complaint, or chargeback (i) made or claimed by a Cardholder with respect to any sale made by, or Charge Transaction Data submitted by, Merchant, (ii) made or claimed by any person or entity with respect to the products or services sold or provided by Merchant, or the advertising or promotion involving such goods or services; (iii) caused by Merchant's noncompliance with the terms or covenants of this Agreement or with any provision of applicable law, including without limitation, the failure of any representation, warranty or covenant made by Merchant to be true and correct when made or deemed made, (iv) caused by Merchant's failure to comply in any material respect with the terms of the Operating Procedures; (v) caused by any voluntary or involuntary bankruptcy or insolvency proceeding by or against Merchant, (vi) the acquisition by Merchant from Bank, in connection with a charge or credit to an Account, of a Cardholder's Account

number by telephone or by some other means, (vii) caused by circumstances relating to Merchant that create harm to or loss of goodwill to Bank.

(b) Bank agrees to indemnify, defend and hold harmless Merchant and its affiliates, officers, directors, employees, and agents from any losses, liabilities, and damages of any and every kind (including, without limitation, any costs, expenses or reasonable attorneys' fees incurred by any indemnified party) to the extent arising out of any claim or complaint based on (i) the failure of Bank's cardholder terms and conditions or Privacy Policy to comply with applicable law; (ii) an applicant's claim that Bank wrongfully declined his or her credit application; or (iii) Bank's material breach of this Agreement.

(c) The indemnity provided under this Section 12 shall survive the termination of this Agreement.

13. Term/Termination.

(a) Bank may terminate or suspend Merchant's participation in the Program, and this Agreement, at any time, if (i) Merchant breaches this Agreement or any agreement between Merchant and an affiliate of Bank, (ii) Bank determines that (x) Merchant's financial condition has deteriorated or Merchant otherwise ceases to meet Bank's Merchant underwriting criteria, or (y) there are an excessive number of disputes between Merchant and Cardholders, (iii) the Program is associated with a particular sponsor and either Merchant is no longer a participant in the sponsor's network or Bank's agreement with Sponsor is terminated, (iv) Merchant undergoes a change of control, (v) Merchant or any person owning or controlling Merchant's business is or becomes listed in the MATCH file (Member Alert to Control High-Risk merchants) maintained by Visa and MasterCard, (vi) Bank determines that circumstances relating to Merchant have or could create harm to or loss of goodwill to Bank, or (vii) Merchant fails to complete training related to the Program required by Bank. If Merchant sales and application processing activity has ceased for a period of 24 months or longer Bank may terminate relationship with no written notice to Merchant. Bank may also terminate this Agreement or Merchant's participation in the Program, without cause upon fifteen (15) days written notice to Merchant. Merchant may terminate this Agreement without cause on fifteen (15) days' prior written notice to Bank. This Agreement will automatically terminate if a petition in bankruptcy is filed involving Merchant or if Merchant advertises, sends notice of or initiates any "going-out-of-business" or liquidation sale to which Bank has not consented in writing. Merchant acknowledges that if Bank terminates this Agreement for cause, Bank may place Merchant on the MATCH File (or any similar or successor reporting service) and Merchant shall indemnify and hold Bank harmless as a result of such placement.

(b) Notwithstanding termination by either party (i) the terms of this Agreement will continue to apply to any Accounts established or Card transactions occurring, prior to the effective termination date (by way of example, settlement, returns, submission of credits, and processing of chargebacks), (ii) without limiting the provisions of clause (i), the provisions of Sections 3(d), (3g), 5, 6, 7, 8(d), 9, 11, 12, 13(b) and 15 will survive such termination, and (iii) Bank may use Merchant's name and marks for purposes of liquidating, administering or collecting Accounts.

14. Internet Transactions.

(a) **Internet Applications.** During the Term, Merchant and Bank may mutually agree to accept applications that are submitted to Bank via a link that is placed on Merchant's website ("Internet Applications"). If the parties agree to permit Internet Applications, Merchant will maintain an advertisement in a prominent position on the home page of its website encouraging Merchant's customers to open an Account. The advertisement will contain an imbedded link to a webpage hosted by Bank or Bank's agent (the "Bank Webpage") containing an online application. The link contained in such advertisement will link directly to Bank's specified webpage with no intermediate links. Prior to Merchant adding the advertisement to its website, Merchant will obtain Bank's prior written consent on the placement and design of the advertisement, such consent not to be unreasonably withheld. In no event may the advertisement be placed in close proximity to a competing finance offer. Merchant acknowledges that, except as allowed by this Section, it is prohibited from collecting application information via its website or through any other electronic channel.

(b) **Internet Purchases/Promotional Disclosures.** During the Term, Merchant and Bank may mutually agree to accept purchases transacted through the Merchant Website (“Internet Purchases”). If Merchant and Bank agree to allow Internet Purchases, Merchant will process all Internet Purchases in accordance with the terms of this Agreement, the Operating Procedures, and any other written guidance provided by Bank to Merchant. Without limiting the foregoing, Merchant will cause all authorizations processed through the internet and all Internet Purchases to be separately tagged with a unique store of sale number. Merchant will also develop, maintain and operate its website so that all Internet Purchases processed through the website will be transmitted and accepted on a secure basis which ensures, among other things, that such information cannot be altered, viewed or captured by an unauthorized party. In the case of any purchase by a Cardholder made through the Internet using a credit-based promotion, Merchant will be responsible for (i) providing the credit promotion disclosures (the “Promotional Disclosures”) applicable to any purchase (whether the purchase is to be made at the time of a Cardholder’s application for credit or otherwise), (ii) establishing whether the Cardholder is willing to consent to the receipt of the Promotional Disclosures electronically (“E-Consent”) and, if so, obtaining a recordable record of the consent, (iii) obtaining such Cardholder’s consent to the terms set forth in the Promotional Disclosures (“Promotional Terms Consent”), and (iv) retaining the evidence of the E-Consent and Promotional Terms Consent for at least twenty-five (25) months and thereafter continuously unless after retaining such evidence for the twenty-five (25) month period Merchant offers to send such evidence to Bank and Bank authorizes Merchant to destroy them instead. Notwithstanding the foregoing, if Merchant uses E-Sign Consent and Promotional Terms Consent processes that are hosted by Bank, Merchant will not be required to retain the evidence of E-Consent and Promotional Terms Consent, as applicable, required by paragraph (iv) of this Section. The form, content, and placement of Promotional Disclosures and E-Consent language will be subject to the reasonable approval of Bank.

(c) **Termination of Internet Function.** Merchant and Bank will each have the right upon not less than fifteen (15) days written notice to the other party, to discontinue submitting, accepting or processing Internet Applications and/or Internet Purchases, as applicable; provided that Bank may suspend the acceptance of Internet Application and/or Internet Purchases immediately if Merchant breaches this Agreement, if the suspension is required by applicable law, or if Bank decides to suspend the acceptance of Internet Application and/or Internet Purchases for risk or safety and soundness reasons.

(d) **Copies of Screen Shots.** Initially, and before and after any changes to the application or internet promotional purchase processes implemented by Merchant, Merchant will create a record of all screen shots related to the online application and promotional purchase processes (“Credit-Related Screen Shots”). The record will include copies of any E-Consent disclosures, credit decision communications, promotional disclosures, and receipts of promotions offered and obtained. Merchant will maintain records of the Credit-Related Screen Shots for at least 25 months and thereafter continuously unless after retaining such Credit-Related Screen Shots for the twenty-five (25) month period Merchant offers to send such evidence to Bank and Bank authorizes Merchant to destroy them instead and provide copies to Bank upon request by Bank. Merchant will provide copies of the Credit-Related Screen Shots to Bank upon request.

(e) **Upgraded Process.** From time to time, Bank may develop one or more upgraded processes related to Internet transactions, including, without limitation, the acceptance of Internet Applications, delivery of the content of Promotional Disclosures to Merchant, and/or the settlement of Internet Purchases (each, an “Upgraded Process”). Merchant will use commercially reasonable efforts to implement any Upgraded Process within 90 days from the date of notice from Bank (which may be made by email) of an Upgraded Process.

(f) **Remedies.** Subject to subsection (c), if Bank informs Merchant (which may be done in writing, by email, or by telephone) of any errors in the online application and/or promotional purchase processes, including, without limitation, inaccurate disclosures on receipts, Merchant will correct the error(s) within 24 hours. Merchant also acknowledges that it will be liable for any losses incurred by Bank as a result of errors attributable to Merchant, including, without limitation, the costs to remedy any errors and the costs to respond to regulator and consumer complaints. Bank will have the right to disable any online application links, or Merchant’s ability to offer credit promotions for online transaction, immediately upon becoming aware of any errors in the online application and/or promotional purchase process, as applicable.

15. Miscellaneous.

(a) **Assignability.** Merchant may not assign this Agreement, or its rights or obligations hereunder without the prior written consent of Bank. Bank may, without Merchant's consent, assign this Agreement to an Affiliate or to any entity that acquires the portion of Bank's business that operates the Program, or transfer or securitize all or any portion of the Accounts or any related rights or interests therein. Merchant may not use third parties to perform its obligations hereunder without prior written consent of Bank. Bank may also use subcontractors to perform obligations of Bank hereunder, but any such subcontracting will not relieve Bank of its obligations to Merchant hereunder.

(b) **Amendment.** This Agreement may be amended (or a new agreement substituted for it) by Bank by sending a notice of amendment to Merchant, and Merchant's submission of Charge Transaction Data to Bank after the stated effective date will constitute Merchant's agreement to the amendment. Unless an amendment expressly states otherwise, the amendment shall be effective as to all Accounts whether established or incurred before or after the effective date of such amendment.

(c) **Nonwaiver; Remedies Cumulative.** No delay by any party hereto in exercising any of its rights hereunder, or in the partial or single exercise of such rights, shall operate as a waiver of that or any other right. No right under any provision of this Agreement may be waived except in writing and then only in the specific instance and for the specific purpose for which such waiver was given. The rights and remedies provided for in this Agreement are cumulative and are not exclusive of any other rights, powers, privileges or remedies provided for by law or in equity.

(d) **Governing Law; Arbitration.**

(i) This Agreement and all rights and obligations hereunder, including, but not limited to, matters of construction, validity and performance, shall be governed by and construed in accordance with the laws of the State of Utah.

(ii) Any dispute, claim or controversy arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation or validity thereof, including the determination of the scope or applicability of this agreement to arbitrate, shall be finally settled by binding arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules (the "Rules") in effect on the date of the commencement of the arbitration, and applying the substantive law of the State of Utah, without reference to its laws relating to conflicts of law. The arbitration shall be conducted in New York City, New York by a sole arbitrator appointed pursuant to the Rules. The arbitrator(s) shall deliver a reasoned written decision with respect to the dispute to each party, who shall promptly act in accordance therewith. The prevailing party shall be entitled to recover its reasonable costs relating to that aspect of its claim or defense on which it prevails, including reasonable attorneys' fees and costs, and any opposing costs awards shall be offset. The award of the arbitrator shall be final and binding on the parties, and judgment may be entered on the award and enforced by any court of competent jurisdiction. Notwithstanding the foregoing, either party may seek injunctive relief or other provisional remedies in aid of arbitration from a court of competent jurisdiction in the event that such action is reasonably necessary (e.g., a data breach). Each party hereby irrevocably and unconditionally consents to service of process in the manner provided for notices in Section 16(f) for any proceeding commenced under this Section 16(d)(ii).

(iii) TO THE FULLEST EXTENT PERMITTED BY LAW, EACH OF THE PARTIES AGREES THAT ANY PROCEEDING, WHETHER IN ARBITRATION OR IN COURT, WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT IN A CLASS, CONSOLIDATED OR REPRESENTATIVE ACTION. IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, EACH PARTY KNOWINGLY AND IRREVOCABLY WAIVES ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT OR ANY OF THE TRANSACTIONS CONTEMPLATED HEREBY.

(e) **Further Assurances.** Each party hereto agrees to execute all such further documents and instruments and to do all such further things as any other party may reasonably request in order to give effect to and to consummate the transactions contemplated hereby.

(f) **Notices.** Except as set forth in the next sentence, all notices and consents, must be given in writing and either hand delivered, mailed first class, postage prepaid, or sent via overnight courier (and will be deemed to be given when so delivered or mailed), in the case of Merchant, to the address set forth in the Merchant Application, and in the case of Bank, to the attention of Merchant Services, Synchrony Financial, 950 Forrer Blvd., Kettering, OH 45420, or, in either case at such other address as shall be designated by such party in a written notice given to all other parties in accordance with the terms of this Section 15(f). In lieu of the foregoing notice requirement, Bank may elect to provide notice to Merchant hereunder via facsimile or e-mail at the facsimile number or e-mail address set forth in the Merchant Application (and such notice will be deemed to be given when so sent).

(g) **Exchange of Information.** Merchant authorizes Bank at any time to order or obtain a consumer or commercial credit report on Merchant and personal credit reports on the principals of Merchant (owners, partners, members, etc.). Subsequent reports may be ordered in connection with updating, reviewing, or continuing this Agreement. Bank may exchange information about Merchant or any of the other persons listed above in this Section 15(g) with other financial institutions, credit or trade associations, any acquirer of Bank's business or any marketing referral sources.

(h) **Financial Accommodation.** Merchant acknowledges that this Agreement is a financial accommodation contract for the benefit of Merchant, which means that it is not intended to be subject to assumption by a debtor in possession in bankruptcy.

(i) **Value-Added and Insurance Programs.** Bank and Bank's affiliates may market or may authorize third parties to market (i) additional products and services to Cardholders, via direct mail, billing inserts and otherwise and may finance such products or services on Accounts, and (ii) additional credit and financial products and services (including without limitation a general purpose bankcard) to customers at the point of sale or as a companion product for an established Account. Merchant will have no rights with respect to any proceeds of such additional products and services.

(j) **Force Majeure.** Neither party shall be deemed to be in breach of this Agreement if it fails to make any payment or perform any other obligation and such failure is a result of a force majeure event. As used herein, "force majeure event" shall mean any of the following: acts of God, fire, earthquake, acts of war or terrorism, explosion, accident, nuclear disaster, riot, material changes in applicable laws or regulations, including but not limited to a change in state or federal law, or other event beyond a party's reasonable control, rendering it illegal, impossible or untenable for such party to perform as contemplated in, or to offer the Program on the terms contemplated under, this Agreement.

(k) **Merchant Marks.** Merchant hereby grants Bank a nonexclusive license to use its name, trademarks, logos and other marks ("Marks") in connection with the administration and operation of the Program, and in connection with the liquidation of Accounts created pursuant hereto, during and after the term of this Agreement.

(l) **Press Release.** Merchant agrees not to issue any announcement concerning the Program or Merchant's relationship with Bank in a press release or other communication to the general public without Bank's prior written consent.

(m) **Credit Approval.** With respect to any credit approval mechanism or process employed by Bank in connection with the Program, Merchant acknowledges that it is a "service provider" for Bank for purposes of communicating credit decisions to Merchant's customers.

(n) **Call Monitoring.** With respect to any service or similar calls Merchant may make to Bank or Bank's service center(s), Merchant acknowledges that such calls may be monitored or recorded by Bank for quality assurance or other compliance purposes.

(o) **Entire Agreement.** This Agreement, together with the Operating Procedures (which are made a part of this Agreement for all purposes), and the schedules and appendices, if any, attached hereto, is the entire agreement of the parties with respect to the subject matter hereof and supersedes all other prior understandings and agreements whether written or oral. This Agreement supersedes any prior agreement between the parties relating to the subject matter hereof, and will govern all prior transactions, including all transactions previously submitted to Bank, regardless of the date of submission. If any provision of this Agreement is held to be invalid, void or unenforceable, all other provisions shall remain valid and be enforced and construed as if such invalid provision were never a part of this Agreement.

(p) **Compliance Obligations.**

(i) **Access; Cooperation.** Merchant hereby authorizes Bank to audit and monitor its administration and promotion of the Program through anonymous requests to open or use Accounts under the Program and by other means. In addition, Merchant will permit Bank's representatives to visit Merchant's offices, and the relevant locations of its Third Party Vendors, during normal business hours with reasonable advance notice and provide access to Merchant (and Third Party Vendor) records relating to the Program, including, without limitation, the documents required to be retained under Section 8(d), to Bank or Bank's regulators to the extent such access is requested by Bank or Bank's regulators. Merchant further agrees to cooperate with Bank to ensure ongoing security and protection of applicant data and Cardholder Information and to ensure that the Program complies in all respects with all applicable laws. Merchant will, and will cause its Service Providers, Third Party Vendors, and its other vendors, agents and subcontractors to, make changes recommended by Bank with regard to data security and compliance with all applicable laws.

(ii) **POS Process.** Merchant will ensure that its point-of-sale (POS) processes and systems comply with all Applicable Laws, including any and all compliance and regulatory requirements communicated to Merchant by Bank. Additionally, Merchant will provide reasonable assistance to Bank so that Bank may, in its discretion, review Merchant's POS processes or sample transactions to ensure compliance. Merchant will address, within a time period reasonably acceptable to Bank, any deficiency in Merchant's POS processes or systems that results or would result in any transaction or the Program failing to be in full compliance with all applicable requirements. Without limiting Bank's rights under this Agreement, Bank may, at Bank's sole discretion, suspend or modify Merchant's ability to offer promotions under the Program until any deficiencies are corrected. Merchant will notify Bank of any changes to its POS process with as much advance notice as is reasonably practicable; provided that the notice will be at least 60 days in advance of any POS change implementation that could be reasonably expected to impact the Program. Merchant will also remediate, or will reimburse Bank for Bank's remediation of, any transactions that were not handled by Merchant in accordance with bank guidance and Applicable Law, regardless of whether Bank reviews Merchant's POS process or communicates specific requirements to Merchant.

(iii) **Advertising.** Merchant will ensure that credit-related advertising and other disclosures or processes applicable to the Program created by Merchant comply with applicable law. Merchant will (x) as directed by Bank, either (A) submit any credit-related advertising and disclosures applicable to the Program for prior review by Bank (pursuant to a review process developed by Bank and incorporated in the Operating Procedures, as the same may be updated from time to time on a prospective basis upon at least 30 days prior written notice to Merchant), or, (B) follow the most current versions of advertising templates provided to Merchant by Bank, and, in either case, (y) use such Bank-approved advertising, templates, and other disclosures or processes in the manner directed by Bank. If Bank informs Merchant (which may be done in writing, by email, or by telephone) of any errors or compliance violations in Merchant's credit-related advertising or disclosures, Merchant will correct the error(s)/violation(s) within 24 hours. Merchant also acknowledges that it will be liable for any losses incurred by Bank as a result of such errors and violations attributable to Merchant, including, without limitation, the costs to remedy such errors and/or to respond to regulator and consumer complaints.

(iv) **No Internet Gambling.** Merchant shall not permit any Cards to be used to place, receive, or otherwise knowingly transmit a bet or wager by any means which involves the use, at least in part, of the Internet where such bet or wager is unlawful under any applicable Federal or State law in the State or Tribal lands in which the bet or wager is initiated, received, or otherwise made.

(v) **Applicable Law.** As used in this Agreement, references to “applicable law” or “law” will be deemed to include and refer to all federal, state and local statutes, codes, ordinances, regulations, laws (including laws relating to unfair, deceptive or abusive acts or practices), published regulatory guidelines and regulatory interpretations, judicial or administrative orders and interpretations, and, in the case of Bank, written or oral regulatory guidance (including regulations and regulatory guidance pertaining to bank safety and soundness), orders or directives and examination report comments.

Exhibit A Transparency Principles

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

- 1) You will ensure that training on how to offer, process and transact with the Synchrony Financial 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 Financial’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) You must retain each applicant’s signature page and sales receipts for 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 Financial Financing Program applicants of the following (as applicable):
 - The Synchrony Financial Financing Program is a credit card and is NOT an in-house credit program. The Synchrony Financial 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 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 Financial Financing Program policies subject to the consequences defined in your Card Acceptance Agreement.