

## Transparency Principles: Compliance Requirements

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

1. You will ensure that training on how to offer, process and transact with the Synchrony Financing Program is integrated into your existing associate training program. Helpful training materials including videos, self-paced courses and pre-recorded webinars can be found online at Synchrony’s Learning Center: <https://learn.synchronybusiness.com>.
2. You must retain each application and contract for the life of the loan. Failure to keep and, upon request, produce the application and contract to Synchrony 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 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
    - The monthly payment amount and due date
5. You will advise customers of any policy regarding returns/refunds.
6. These program guidelines are designed to provide transparency for your customers. Synchrony reserves the right to monitor your adherence to these and other Synchrony Financing Program policies subject to the consequences defined in your Dealer Agreement.