UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

FORM 8-K

CURRENT REPORT
PURSUANT TO SECTION 13 OR 15(d)
OF THE SECURITIES EXCHANGE ACT OF 1934

January 23, 2024
Date of Report
(Date of earliest event reported)

SYNCHRONY FINANCIAL
(Exact name of registrant as specified in its charter)

Delaware	001-36560	51-0483352
(State or other jurisdiction of incorporation)	(Commission File Number)	(I.R.S. Employer Identification No.)

777 Long Ridge Road Stamford, Connecticut	06902
(Address of principal executive offices)	(Zip Code)

(203) 585-2400
(Registrant's telephone number, including area code)
N/A
(Former name or former address, if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

☐ Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)

☐ Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)

☐ Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))

☐ Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Securities Registered Pursuant to Section 12(b) of the Act:

Title of each class	Trading Symbol(s)	Name of each exchange on which registered
Common stock, par value $0.001 per share	**SYF**	**New York Stock Exchange**
Depositary Shares Each Representing a 1/40th Interest in a Share of 5.625% Fixed Rate Non-Cumulative Perpetual Preferred Stock, Series A	**SYFPrA**	**New York Stock Exchange**

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company ☐

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. ☐

Item 2.02 Results of Operations and Financial Condition.

On January 23, 2024, Synchrony Financial (the “Company”) issued a press release setting forth the Company’s fourth quarter 2023 earnings. A copy of the Company’s press release is being furnished as Exhibit 99.1 and hereby incorporated by reference. The information furnished pursuant to this Item 2.02, including Exhibits, shall not be deemed “filed” for purposes of Section 18 of the Securities Exchange Act of 1934 (the “Exchange Act”) or otherwise subject to the liabilities under that Section and shall not be deemed to be incorporated by reference into any filing of the Company under the Securities Act of 1933 or the Exchange Act.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits

The following exhibits are being furnished as part of this report:

Number	Description
99.1	Press release, dated January 23, 2024, issued by Synchrony Financial
99.2	Financial Data Supplement of the Company for the quarter ended December 31, 2023
99.3	Financial Results Presentation of the Company for the quarter ended December 31, 2023
99.4	Explanation of Non-GAAP Measures
104	The cover page from this Current Report on Form 8-K, formatted in Inline XBRL

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

SYNCHRONY FINANCIAL

Date: January 23, 2024	By:	/s/ Jonathan Mothner
	Name:	Jonathan Mothner
	Title:	Executive Vice President, Chief Risk and Legal Officer

EXHIBIT INDEX

Number	Description
99.1	Press release, dated January 23, 2024, issued by Synchrony Financial
99.2	Financial Data Supplement of the Company for the quarter ended December 31, 2023
99.3	Financial Results Presentation of the Company for the quarter ended December 31, 2023
99.4	Explanation of Non-GAAP Measures
104	The cover page from this Current Report on Form 8-K, formatted in Inline XBRL

Exhibit 99.1

For Immediate Release
Synchrony Financial (NYSE: SYF)
January 23, 2024

synchrony

FOURTH QUARTER 2023 RESULTS AND KEY METRICS

1.5%	12.2%	$353M
Return on Assets	CET1 Ratio	Capital Returned

$103.0B
Loan Receivables

Net Earnings of $440 Million or $1.03 per Diluted Share

Delivered Record Purchase Volume and Strong Receivables Growth

Returned $353 Million of Capital to Shareholders, including $250 Million of Share Repurchases

STAMFORD, Conn. – Synchrony Financial (NYSE: SYF) today announced fourth quarter 2023 net earnings of $440 million, or $1.03 per diluted share, compared to $577 million, or $1.26 per diluted share in the fourth quarter 2022.

KEY OPERATING & FINANCIAL METRICS*

PERFORMANCE REFLECTS DIFFERENTIATED BUSINESS MODEL AND CONTINUED CONSUMER RESILIENCE

- Purchase volume increased 3% to $49.3 billion
- Loan receivables increased 11% to $103.0 billion
- Average active accounts increased 5% to 71.5 million
- New accounts decreased 3% to 6.2 million
- Net interest margin decreased 48 basis points to 15.10%
- Efficiency ratio decreased 120 basis points to 36.0%
- Return on assets decreased 70 basis points to 1.5%
- Return on equity decreased 5.1 percentage points to 12.4%; return on tangible common equity** decreased 6.4 percentage points to 14.7%

CEO COMMENTARY

"Synchrony's strong fourth quarter performance underscored the power of our differentiated business model, supported by continued consumer resilience," said Brian Doubles, Synchrony's President and Chief Executive Officer.

"During the year, we grew our existing partner programs and launched new programs, expanded our products and markets, and continued to scale our multi-product strategy across our portfolio – all with a commitment to delivering the power of choice through best-in-class experiences for our customers, partners and providers."

"As Synchrony continues to execute on these strategic priorities, we are confident in our ability to continue to deliver industry-leading financial solutions and experiences, while also driving sustainable growth at attractive risk-adjusted returns for our stakeholders."

CFO COMMENTARY

“Synchrony’s strong fourth quarter financial results reflected a continuation of the strong performance we’ve achieved throughout 2023, including broad-based growth across our portfolio, credit normalization within our expectations, continued partner alignment through our RSA, and further progress toward our long-term operating efficiency target,” said Brian Wenzel, Synchrony’s Executive Vice President and Chief Financial Officer.

"The strength of these core business drivers, in combination with our execution across our key strategic priorities, continue to enable Synchrony to deliver consistent growth and strong risk-adjusted returns through economic cycles and changing market conditions.”

“As we look forward, we are confident that Synchrony is well-positioned to continue to deliver compelling outcomes for our customers, partners and providers, while also driving considerable long-term value for our stakeholders.”

BUSINESS AND FINANCIAL RESULTS FOR THE FOURTH QUARTER OF 2023*

BUSINESS HIGHLIGHTS

CONTINUED TO EXPAND PORTFOLIO, ENHANCE PRODUCTS AND EXTEND REACH

- Announced sale of Pets Best insurance to Independence Pet Holdings, providing the opportunity to build a strategic partnership with one of the leading pet-focused companies in North America
- Announced acquisition of Ally Lending’s point-of-sale financing business, creating a differentiated solution in the home improvement industry and expanding Synchrony's multi-product strategy within its Home & Auto and Health & Wellness platforms
- Announced new program with J.Crew, which will launch in the first half of 2024 and include its first-ever co-branded card and a full suite of digital capabilities
- Added or renewed more than 15 programs, including J.Crew, Rheem and PetVet Care Centers

FINANCIAL HIGHLIGHTS

EARNINGS DRIVEN BY CORE BUSINESS DRIVERS

- Interest and fees on loans increased 16% to $5.3 billion, driven primarily by growth in average loan receivables, higher benchmark rates and lower payment rate.
- Net interest income increased $360 million, or 9%, to $4.5 billion, driven by higher interest and fees on loans, partially offset by an increase in interest expense from higher benchmark rates and higher funding liabilities.
- Retailer share arrangements decreased $165 million, or 16%, to $878 million, reflecting higher net charge-offs partially offset by higher net interest income.
- Provision for credit losses increased $603 million to $1.8 billion, driven by higher net charge-offs.
- Other expense increased $165 million, or 14%, to $1.3 billion, driven primarily by growth related items, restructuring and other notable expenses totaling $73 million and higher operational losses.
- Provision for income taxes decreased $65 million, or 40%, to $99 million, primarily driven by the decrease in pre-tax income as well as additional discrete tax benefits recognized in the current period.
- Net earnings decreased to $440 million, compared to $577 million.

CREDIT QUALITY

CREDIT CONTINUES TO NORMALIZE IN LINE WITH EXPECTATIONS

- Loans 30+ days past due as a percentage of total period-end loan receivables were 4.74% compared to 3.65% in the prior year, an increase of 109 basis points and approximately 12 basis points above the average of the fourth quarters in 2017 through 2019.
- Net charge-offs as a percentage of total average loan receivables were 5.58% compared to 3.48% in the prior year, an increase of 210 basis points, normalizing within our expectations and in line with our underwriting target of 5.5-6.0%
- The allowance for credit losses as a percentage of total period-end loan receivables was 10.26%, compared to 10.40% in the third quarter 2023.

SALES PLATFORM HIGHLIGHTS

DIVERSITY ACROSS OUR PLATFORMS CONTINUES TO PROVIDE RESILIENCE

- Home & Auto purchase volume decreased 4%, as strong Home Specialty, Auto Network and commercial growth were offset by a combination of lower customer traffic and fewer large ticket purchases as customers manage spend in the remainder of Home, as well as lower gas prices. Period-end loan receivables increased 7%, reflecting lower payment rates. Interest and fees on loans were up 11%, primarily driven by loan receivables growth and higher benchmark rates. Average active accounts increased 3%.
- Digital purchase volume increased 5%, reflecting growth in average active accounts and strong customer engagement. Period-end loan receivables increased 13%, driven by lower payment rates and continued purchase volume growth. Interest and fees on loans increased 19%, reflecting the impacts of loan receivables growth, lower payment rate, higher benchmark rates and maturation of newer programs. Average active accounts increased 5%.
- Diversified & Value purchase volume increased 4%, driven by higher in- and out-of-partner spend. Period-end loan receivables increased 11%, reflecting purchase volume growth and lower payment rates. Interest and fees on loans increased 18%, driven by the impacts of loan receivables growth, lower payment rate and higher benchmark rates. Average active accounts increased 3%.
- Health & Wellness purchase volume increased 10%, reflecting broad-based growth in active accounts led by Dental, Pet and Cosmetic. Period-end loan receivables increased 19%, driven by continued higher promotional purchase volume and lower payment rates. Interest and fees on loans increased 16%, reflecting the impacts of growth in purchase volume and loan receivables as well as lower payment rate. Average active accounts increased 12%.
- Lifestyle purchase volume increased 3%, reflecting stronger transaction values in Outdoor and Luxury. Period-end loan receivables increased 13%, driven by purchase volume growth and lower payment rates. Interest and fees on loans increased 15%, driven primarily by the impacts of loan receivables growth, lower payment rate and higher benchmark rates. Average active accounts increased 1%.

BALANCE SHEET, LIQUIDITY & CAPITAL

FUNDING, CAPITAL & LIQUIDITY REMAIN ROBUST

- Loan receivables of $103.0 billion increased 11%; purchase volume increased 3% and average active accounts increased 5%.
- Deposits increased $9.5 billion, or 13%, to $81.2 billion and comprised 84% of funding.
- Total liquid assets and undrawn credit facilities were $19.8 billion, or 16.8% of total assets.
- The company returned $353 million in capital to shareholders, including $250 million of share repurchases and $103 million of common stock dividends.
- As of December 31, 2023, the Company had a total remaining share repurchase authorization of $600 million.
- The estimated Common Equity Tier 1 ratio was 12.2% compared to 13.3%***, and the estimated Tier 1 Capital ratio was 12.9% compared to 14.1%***

* *All comparisons are for the fourth quarter of 2023 compared to the fourth quarter of 2022, unless otherwise noted.*
** *Tangible common equity is a non-GAAP financial measure. See non-GAAP reconciliation in the financial tables. Prior period amounts have been recast. See *** for additional information.*
*** *Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See the financial tables for additional information.*

CORRESPONDING FINANCIAL TABLES AND INFORMATION

No representation is made that the information in this news release is complete.Investors are encouraged to review the foregoing summary and discussion of Synchrony Financial's earnings and financial condition in conjunction with the detailed financial tables and information that follow and the Company's Annual Report on Form 10-K for the fiscal year ended December 31, 2022, as filed February 9, 2023, and the Company's forthcoming Quarterly Report on Form 10-Q for the quarter ended December 31, 2023. The detailed financial tables and other information are also available on the Investor Relations page of the Company's website at www.investors.synchronyfinancial.com. This information is also furnished in a Current Report on Form 8-K filed with the SEC today.

CONFERENCE CALL AND WEBCAST

On Tuesday, January 23, 2024, at 8:00 a.m. Eastern Time, Brian Doubles, President and Chief Executive Officer, and Brian Wenzel Sr., Executive Vice President and Chief Financial Officer, will host a conference call to review the financial results and outlook for certain business drivers. The conference call can be accessed via an audio webcast through the Investor Relations page on the Synchrony Financial corporate website, www.investors.synchrony.com, under Events and Presentations. A replay will also be available on the website.

ABOUT SYNCHRONY FINANCIAL

Synchrony (NYSE: SYF) 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, outdoor, 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.

For more information, visit www.synchrony.com and Twitter: @Synchrony.

synchrony

Investor Relations
Kathryn Miller
(203) 585-6291

Media Relations
Lisa Lanspery
(203) 585-6143

CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS

This news release contains certain forward-looking statements as defined in Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, which are subject to the "safe harbor" created by those sections. Forward-looking statements may be identified by words such as "expects," "intends," "anticipates," "plans," "believes," "seeks," "targets," "outlook," "estimates," "will," "should," "may" or words of similar meaning, but these words are not the exclusive means of identifying forward-looking statements. Forward-looking statements are based on management's current expectations and assumptions, and are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict. As a result, actual results could differ materially from those indicated in these forward-looking statements. Factors that could cause actual results to differ materially include global political, economic, business, competitive, market, regulatory and other factors and risks, such as: the impact of macroeconomic conditions and whether industry trends we have identified develop as anticipated; retaining existing partners and attracting new partners, concentration of our revenue in a small number of partners, and promotion and support of our products by our partners; cyber-attacks or other security breaches; disruptions in the operations of our and our outsourced partners' computer systems and data centers; the financial performance of our partners; the Consumer Financial Protection Bureau's (the "CFPB") proposed rule on credit card late fees, if adopted; the sufficiency of our allowance for credit losses and the accuracy of the assumptions or estimates used in preparing our financial statements, including those related to the CECL accounting guidance; higher borrowing costs and adverse financial market conditions impacting our funding and liquidity, and any reduction in our credit ratings; our ability to grow our deposits in the future; damage to our reputation; our ability to securitize our loan receivables, occurrence of an early amortization of our securitization facilities, loss of the right to service or subservice our securitized loan receivables, and lower payment rates on our securitized loan receivables; changes in market interest rates and the impact of any margin compression; effectiveness of our risk management processes and procedures, reliance on models which may be inaccurate or misinterpreted, our ability to manage our credit risk; our ability to offset increases in our costs in retailer share arrangements; competition in the consumer finance industry; our concentration in the U.S. consumer credit market; our ability to successfully develop and commercialize new or enhanced products and services; our ability to realize the value of acquisitions, dispositions and strategic investments; reductions in interchange fees; fraudulent activity; failure of third parties to provide various services that are important to our operations; international risks and compliance and regulatory risks and costs associated with international operations; alleged infringement of intellectual property rights of others and our ability to protect our intellectual property; litigation and regulatory actions; our ability to attract, retain and motivate key officers and employees; tax legislation initiatives or challenges to our tax positions and/or interpretations, and state sales tax rules and regulations; regulation, supervision, examination and enforcement of our business by governmental authorities, the impact of the Dodd-Frank Wall Street Reform and Consumer Protection Act and other legislative and regulatory developments and the impact of the CFPB's regulation of our business; impact of capital adequacy rules and liquidity requirements; restrictions that limit our ability to pay dividends and repurchase our common stock, and restrictions that limit the Bank's ability to pay dividends to us; regulations relating to privacy, information security and data protection; use of third-party vendors and ongoing third-party business relationships; and failure to comply with anti-money laundering and anti-terrorism financing laws.

CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS

For the reasons described above, we caution you against relying on any forward-looking statements, which should also be read in conjunction with the other cautionary statements that are included elsewhere in this news release and in our public filings, including under the heading "Risk Factors" in the Company's Annual Report on Form 10-K for the fiscal year ended December 31, 2022, as filed on February 9, 2023. You should not consider any list of such factors to be an exhaustive statement of all the risks, uncertainties, or potentially inaccurate assumptions that could cause our current expectations or beliefs to change. Further, any forward-looking statement speaks only as of the date on which it is made, and we undertake no obligation to update or revise any forward-looking statement to reflect events or circumstances after the date on which the statement is made or to reflect the occurrence of unanticipated events, except as otherwise may be required by law.

NON-GAAP MEASURES

The information provided herein includes measures we refer to as "tangible common equity," and certain “CECL fully phased-in" capital measures, which are not prepared in accordance with U.S. generally accepted accounting principles ("GAAP"). For a reconciliation of these non-GAAP measures to the most directly comparable GAAP measures, please see the detailed financial tables and information that follow. For a statement regarding the usefulness of these measures to investors, please see the Company's Current Report on Form 8-K filed with the SEC today.

SYNCHRONY FINANCIAL
FINANCIAL SUMMARY
(unaudited, in millions, except per share statistics)

	Quarter Ended							Twelve Months Ended			
	Dec 31, 2023	**Sep 30, 2023**	**Jun 30, 2023**	**Mar 31, 2023**	**Dec 31, 2022**	**4Q'23 vs. 4Q'22**		**Dec 31, 2023**	**Dec 31, 2022**	**YTD'23 vs. YTD'22**	
EARNINGS											
Net interest income	$ 4,466	$ 4,362	$ 4,120	$ 4,051	$ 4,106	$ 360	8.8 %	$ 16,999	$ 15,625	$ 1,374	8.8 %
Retailer share arrangements	(878)	(979)	(887)	(917)	(1,043)	165	(15.8)%	(3,661)	(4,331)	670	(15.5)%
Provision for credit losses	1,804	1,488	1,383	1,290	1,201	603	50.2 %	5,965	3,375	2,590	76.7 %
Net interest income, after retailer share arrangements and provision for credit losses	1,784	1,895	1,850	1,844	1,862	(78)	(4.2)%	7,373	7,919	(546)	(6.9)%
Other income	71	92	61	65	30	41	136.7 %	289	380	(91)	(23.9)%
Other expense	1,316	1,154	1,169	1,119	1,151	165	14.3 %	4,758	4,337	421	9.7 %
Earnings before provision for income taxes	539	833	742	790	741	(202)	(27.3)%	2,904	3,962	(1,058)	(26.7)%
Provision for income taxes	99	205	173	189	164	(65)	(39.6)%	666	946	(280)	(29.6)%
Net earnings	$ 440	$ 628	$ 569	$ 601	$ 577	$ (137)	(23.7)%	$ 2,238	$ 3,016	$ (778)	(25.8)%
Net earnings available to common stockholders	$ 429	$ 618	$ 559	$ 590	$ 567	$ (138)	(24.3)%	$ 2,196	$ 2,974	$ (778)	(26.2)%
COMMON SHARE STATISTICS											
Basic EPS	$ 1.04	$ 1.49	$ 1.32	$ 1.36	$ 1.27	$ (0.23)	(18.1)%	$ 5.21	$ 6.19	$ (0.98)	(15.8)%
Diluted EPS	$ 1.03	$ 1.48	$ 1.32	$ 1.35	$ 1.26	$ (0.23)	(18.3)%	$ 5.19	$ 6.15	$ (0.96)	(15.6)%
Dividend declared per share	$ 0.25	$ 0.25	$ 0.23	$ 0.23	$ 0.23	$ 0.02	8.7 %	$ 0.96	$ 0.90	$ 0.06	6.7 %
Common stock price	$ 38.19	$ 30.57	$ 33.92	$ 29.08	$ 32.86	$ 5.33	16.2 %	$ 38.19	$ 32.86	$ 5.33	16.2 %
Book value per share	$ 32.36	$ 31.50	$ 30.25	$ 29.08	$ 27.70	$ 4.66	16.8 %	$ 32.36	$ 27.70	$ 4.66	16.8 %
Tangible common equity per share[(1)(2)]	$ 27.59	$ 27.18	$ 25.89	$ 24.71	$ 23.49	$ 4.10	17.5 %	$ 27.59	$ 23.49	$ 4.10	17.5 %
Beginning common shares outstanding	413.8	418.1	428.4	438.2	458.9	(45.1)	(9.8)%	438.2	526.8	(88.6)	(16.8)%
Issuance of common shares	—	—	—	—	—	—	NM	—	—	—	NM
Stock-based compensation	0.4	0.2	0.2	1.5	0.1	0.3	300.0 %	2.3	2.1	0.2	9.5 %
Shares repurchased	(7.3)	(4.5)	(10.5)	(11.3)	(20.8)	13.5	(64.9)%	(33.6)	(90.7)	57.1	(63.0)%
Ending common shares outstanding	406.9	413.8	418.1	428.4	438.2	(31.3)	(7.1)%	406.9	438.2	(31.3)	(7.1)%
Weighted average common shares outstanding	411.9	416.0	422.7	434.4	445.8	(33.9)	(7.6)%	421.2	480.4	(59.2)	(12.3)%
Weighted average common shares outstanding (fully diluted)	414.6	418.4	424.2	437.2	448.9	(34.3)	(7.6)%	423.5	483.4	(59.9)	(12.4)%

(1) Tangible Common Equity ("TCE") is a non-GAAP measure. For corresponding reconciliation of TCE to a GAAP financial measure, see Reconciliation of Non-GAAP Measures and Calculations of Regulatory Measures.

(2) Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See Statements of Financial Position for additional information.

SYNCHRONY FINANCIAL
SELECTED METRICS
(unaudited, $ in millions)

	Quarter Ended					4Q'23 vs. 4Q'22		Twelve Months Ended		YTD'23 vs. YTD'22	
	Dec 31, 2023	Sep 30, 2023	Jun 30, 2023	Mar 31, 2023	Dec 31, 2022			Dec 31, 2023	Dec 31, 2022		
PERFORMANCE METRICS											
Return on assets[1]	1.5 %	2.3 %	2.1 %	2.3 %	2.2 %		(0.7)%	2.0 %	3.1 %		(1.1)%
Return on equity[2]	12.4 %	18.1 %	17.0 %	18.2 %	17.5 %		(5.1)%	16.4 %	22.6 %		(6.2)%
Return on tangible common equity[3][11]	14.7 %	21.9 %	20.6 %	22.1 %	21.1 %		(6.4)%	19.8 %	27.3 %		(7.5)%
Net interest margin[4]	15.10 %	15.36 %	14.94 %	15.22 %	15.58 %		(0.48)%	15.15 %	15.63 %		(0.48)%
Efficiency ratio[5]	36.0 %	33.2 %	35.5 %	35.0 %	37.2 %		(1.2)%	34.9 %	37.2 %		(2.3)%
Other expense as a % of average loan receivables, including held for sale	5.24 %	4.76 %	5.07 %	5.00 %	5.16 %		0.08 %	5.02 %	5.12 %		(0.10)%
Effective income tax rate	18.4 %	24.6 %	23.3 %	23.9 %	22.1 %		(3.7)%	22.9 %	23.9 %		(1.0)%
CREDIT QUALITY METRICS											
Net charge-offs as a % of average loan receivables, including held for sale	5.58 %	4.60 %	4.75 %	4.49 %	3.48 %		2.10 %	4.87 %	3.00 %		1.87 %
30+ days past due as a % of period-end loan receivables[6]	4.74 %	4.40 %	3.84 %	3.81 %	3.65 %		1.09 %	4.74 %	3.65 %		1.09 %
90+ days past due as a % of period-end loan receivables[6]	2.28 %	2.06 %	1.77 %	1.87 %	1.69 %		0.59 %	2.28 %	1.69 %		0.59 %
Net charge-offs	$ 1,402	$ 1,116	$ 1,096	$ 1,006	$ 776	$ 626	80.7 %	$ 4,620	$ 2,536	$ 2,084	82.2 %
Loan receivables delinquent over 30 days[6]	$ 4,885	$ 4,304	$ 3,641	$ 3,474	$ 3,377	$ 1,508	44.7 %	$ 4,885	$ 3,377	$ 1,508	44.7 %
Loan receivables delinquent over 90 days[6]	$ 2,353	$ 2,020	$ 1,677	$ 1,705	$ 1,562	$ 791	50.6 %	$ 2,353	$ 1,562	$ 791	50.6 %
Allowance for credit losses (period-end)	$ 10,571	$ 10,176	$ 9,804	$ 9,517	$ 9,527	$ 1,044	11.0 %	$ 10,571	$ 9,527	$ 1,044	11.0 %
Allowance coverage ratio[7]	10.26 %	10.40 %	10.34 %	10.44 %	10.30 %		(0.04)%	10.26 %	10.30 %		(0.04)%
BUSINESS METRICS											
Purchase volume[8][9]	$ 49,339	$ 47,006	$ 47,276	$ 41,557	$ 47,923	$ 1,416	3.0 %	$ 185,178	$ 180,187	$ 4,991	2.8 %
Period-end loan receivables	$ 102,988	$ 97,873	$ 94,801	$ 91,129	$ 92,470	$ 10,518	11.4 %	$ 102,988	$ 92,470	$ 10,518	11.4 %
Credit cards	$ 97,043	$ 92,078	$ 89,299	$ 86,113	$ 87,630	$ 9,413	10.7 %	$ 97,043	$ 87,630	$ 9,413	10.7 %
Consumer installment loans	$ 3,977	$ 3,784	$ 3,548	$ 3,204	$ 3,056	$ 921	30.1 %	$ 3,977	$ 3,056	$ 921	30.1 %
Commercial credit products	$ 1,839	$ 1,879	$ 1,826	$ 1,690	$ 1,682	$ 157	9.3 %	$ 1,839	$ 1,682	$ 157	9.3 %
Other	$ 129	$ 132	$ 128	$ 122	$ 102	$ 27	26.5 %	$ 129	$ 102	$ 27	26.5 %
Average loan receivables, including held for sale	$ 99,683	$ 96,230	$ 92,489	$ 90,815	$ 88,436	$ 11,247	12.7 %	$ 94,832	$ 84,672	$ 10,160	12.0 %
Period-end active accounts (in thousands)[10]	73,484	70,137	70,269	68,589	70,763	2,721	3.8 %	73,484	70,763	2,721	3.8 %
Average active accounts (in thousands)[9][10]	71,526	70,308	69,517	69,494	68,373	3,153	4.6 %	70,337	68,627	1,710	2.5 %
LIQUIDITY											
Liquid assets											
Cash and equivalents	$ 14,259	$ 15,643	$ 12,706	$ 15,303	$ 10,294	$ 3,965	38.5 %	$ 14,259	$ 10,294	$ 3,965	38.5 %
Total liquid assets	$ 16,808	$ 17,598	$ 16,448	$ 18,778	$ 14,201	$ 2,607	18.4 %	$ 16,808	$ 14,201	$ 2,607	18.4 %
Undrawn credit facilities											
Undrawn credit facilities	$ 2,950	$ 2,950	$ 2,950	$ 2,950	$ 2,950	$ —	— %	$ 2,950	$ 2,950	$ —	— %
Total liquid assets and undrawn credit facilities[12]	$ 19,758	$ 20,548	$ 19,398	$ 21,728	$ 17,151	$ 2,607	15.2 %	$ 19,758	$ 17,151	$ 2,607	15.2 %
Liquid assets % of total assets	14.31 %	15.58 %	15.13 %	17.41 %	13.58 %		0.73 %	14.31 %	13.58 %		0.73 %
Liquid assets including undrawn credit facilities % of total assets	16.82 %	18.19 %	17.85 %	20.15 %	16.40 %		0.42 %	16.82 %	16.40 %		0.42 %

(1) Return on assets represents net earnings as a percentage of average total assets.

(2) Return on equity represents net earnings as a percentage of average total equity.

(3) Return on tangible common equity represents net earnings available to common stockholders as a percentage of average tangible common equity. Tangible common equity ("TCE") is a non-GAAP measure. For corresponding reconciliation of TCE to a GAAP financial measure, see Reconciliation of Non-GAAP Measures and Calculations of Regulatory Measures.

(4) Net interest margin represents net interest income divided by average interest-earning assets.

(5) Efficiency ratio represents (i) other expense, divided by (ii) net interest income, plus other income, less retailer share arrangements.

(6) Based on customer statement-end balances extrapolated to the respective period-end date.

(7) Allowance coverage ratio represents allowance for credit losses divided by total period-end loan receivables.

(8) Purchase volume, or net credit sales, represents the aggregate amount of charges incurred on credit cards or other credit product accounts less returns during the period.

(9) Includes activity and accounts associated with loan receivables held for sale.

(10) Active accounts represent credit card or installment loan accounts on which there has been a purchase, payment or outstanding balance in the current month.

(11) Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See Statements of Financial Position for additional information.

(12) Excludes available borrowing capacity related to unencumbered assets.

SYNCHRONY FINANCIAL
STATEMENTS OF EARNINGS
(unaudited, $ in millions)

	Quarter Ended							Twelve Months Ended			
	Dec 31, 2023	Sep 30, 2023	Jun 30, 2023	Mar 31, 2023	Dec 31, 2022	4Q'23 vs. 4Q'22		Dec 31, 2023	Dec 31, 2022	YTD'23 vs. YTD'22	
Interest income:											
Interest and fees on loans	$ 5,323	$ 5,151	$ 4,812	$ 4,616	$ 4,576	$ 747	16.3 %	$ 19,902	$ 16,881	$ 3,021	17.9 %
Interest on cash and debt securities	226	203	209	170	132	94	71.2 %	808	265	543	204.9 %
Total interest income	5,549	5,354	5,021	4,786	4,708	841	17.9 %	20,710	17,146	3,564	20.8 %
Interest expense:											
Interest on deposits	878	800	717	557	441	437	99.1 %	2,952	1,008	1,944	192.9 %
Interest on borrowings of consolidated securitization entities	99	86	78	77	69	30	43.5 %	340	196	144	73.5 %
Interest on senior unsecured notes	106	106	106	101	92	14	15.2 %	419	317	102	32.2 %
Total interest expense	1,083	992	901	735	602	481	79.9 %	3,711	1,521	2,190	144.0 %
Net interest income	4,466	4,362	4,120	4,051	4,106	360	8.8 %	16,999	15,625	1,374	8.8 %
Retailer share arrangements	(878)	(979)	(887)	(917)	(1,043)	165	(15.8)%	(3,661)	(4,331)	670	(15.5)%
Provision for credit losses	1,804	1,488	1,383	1,290	1,201	603	50.2 %	5,965	3,375	2,590	76.7 %
Net interest income, after retailer share arrangements and provision for credit losses	1,784	1,895	1,850	1,844	1,862	(78)	(4.2)%	7,373	7,919	(546)	(6.9)%
Other income:											
Interchange revenue	270	267	262	232	251	19	7.6 %	1,031	982	49	5.0 %
Protection product revenue(1)	139	131	125	115	102	37	36.3 %	510	387	123	31.8 %
Loyalty programs	(369)	(358)	(345)	(298)	(351)	(18)	5.1 %	(1,370)	(1,257)	(113)	9.0 %
Other	31	52	19	16	28	3	10.7 %	118	268	(150)	(56.0)%
Total other income	71	92	61	65	30	41	136.7 %	289	380	(91)	(23.9)%
Other expense:											
Employee costs	538	444	451	451	459	79	17.2 %	1,884	1,681	203	12.1 %
Professional fees	228	219	209	186	233	(5)	(2.1)%	842	832	10	1.2 %
Marketing and business development	138	125	133	131	121	17	14.0 %	527	487	40	8.2 %
Information processing	190	177	179	166	165	25	15.2 %	712	623	89	14.3 %
Other	222	189	197	185	173	49	28.3 %	793	714	79	11.1 %
Total other expense	1,316	1,154	1,169	1,119	1,151	165	14.3 %	4,758	4,337	421	9.7 %
Earnings before provision for income taxes	539	833	742	790	741	(202)	(27.3)%	2,904	3,962	(1,058)	(26.7)%
Provision for income taxes	99	205	173	189	164	(65)	(39.6)%	666	946	(280)	(29.6)%
Net earnings	$ 440	$ 628	$ 569	$ 601	$ 577	$ (137)	(23.7)%	$ 2,238	$ 3,016	$ (778)	(25.8)%
Net earnings available to common stockholders	$ 429	$ 618	$ 559	$ 590	$ 567	$ (138)	(24.3)%	$ 2,196	$ 2,974	$ (778)	(26.2)%

(1) Protection product revenue, previously captioned '*Debt cancellation fees*', represents fees earned from our debt cancellation product offered to our credit card customers.

SYNCHRONY FINANCIAL
STATEMENTS OF FINANCIAL POSITION
(unaudited, $ in millions)

	Quarter Ended					Dec 31, 2023 vs. Dec 31, 2022	
	Dec 31, 2023	**Sep 30, 2023**	**Jun 30, 2023**	**Mar 31, 2023**	**Dec 31, 2022**		
Assets							
Cash and equivalents	$ 14,259	$ 15,643	$ 12,706	$ 15,303	$ 10,294	$ 3,965	38.5 %
Debt securities	3,799	2,882	4,294	4,008	4,879	(1,080)	(22.1)%
Loan receivables:							
Unsecuritized loans held for investment	81,554	78,470	75,532	72,079	72,638	8,916	12.3 %
Restricted loans of consolidated securitization entities	21,434	19,403	19,269	19,050	19,832	1,602	8.1 %
Total loan receivables	102,988	97,873	94,801	91,129	92,470	10,518	11.4 %
Less: Allowance for credit losses	(10,571)	(10,176)	(9,804)	(9,517)	(9,527)	(1,044)	11.0 %
Loan receivables, net	92,417	87,697	84,997	81,612	82,943	9,474	11.4 %
Goodwill	1,018	1,105	1,105	1,105	1,105	(87)	(7.9)%
Intangible assets, net(1)	815	680	717	768	742	73	9.8 %
Other assets(1)	4,915	4,932	4,878	5,057	4,601	314	6.8 %
Assets held for sale	256	—	—	—	—	256	NM
Total assets	$ 117,479	$ 112,939	$ 108,697	$ 107,853	$ 104,564	$ 12,915	12.4 %
Liabilities and Equity							
Deposits:							
Interest-bearing deposit accounts	$ 80,789	$ 77,669	$ 75,344	$ 74,008	$ 71,336	$ 9,453	13.3 %
Non-interest-bearing deposit accounts	364	397	421	417	399	(35)	(8.8)%
Total deposits	81,153	78,066	75,765	74,425	71,735	9,418	13.1 %
Borrowings:							
Borrowings of consolidated securitization entities	7,267	6,519	5,522	6,228	6,227	1,040	16.7 %
Senior and Subordinated unsecured notes	8,715	8,712	8,709	8,706	7,964	751	9.4 %
Total borrowings	15,982	15,231	14,231	14,934	14,191	1,791	12.6 %
Accrued expenses and other liabilities	6,334	5,875	5,321	5,301	5,765	569	9.9 %
Liabilities held for sale	107	—	—	—	—	107	NM
Total liabilities	103,576	99,172	95,317	94,660	91,691	11,885	13.0 %
Equity:							
Preferred stock	734	734	734	734	734	—	— %
Common stock	1	1	1	1	1	—	— %
Additional paid-in capital	9,775	9,750	9,727	9,705	9,718	57	0.6 %
Retained earnings	18,662	18,338	17,828	17,369	16,716	1,946	11.6 %
Accumulated other comprehensive income (loss)	(68)	(96)	(96)	(102)	(125)	57	(45.6)%
Treasury stock	(15,201)	(14,960)	(14,814)	(14,514)	(14,171)	(1,030)	7.3 %
Total equity	13,903	13,767	13,380	13,193	12,873	1,030	8.0 %
Total liabilities and equity	$ 117,479	$ 112,939	$ 108,697	$ 107,853	$ 104,564	$ 12,915	12.4 %

(1) At December 31, 2023, contract costs related to our retailer partner agreements of $489 million previously classified as Intangible Assets are now presented as a component of Other Assets on our Consolidated Statement of Financial Position. Reclassifications of prior period amounts have been made to conform with the current presentation. Prior period amounts subject to reclassification were $489 million, $509 million, $529 million and $545 million at September 30, 2023, June 30, 2023, March 31, 2023 and December 31, 2022, respectively.

SYNCHRONY FINANCIAL
AVERAGE BALANCES, NET INTEREST INCOME AND NET INTEREST MARGIN
(unaudited, $ in millions)

	Quarter Ended														
	Dec 31, 2023			**Sep 30, 2023**			**Jun 30, 2023**			**Mar 31, 2023**			**Dec 31, 2022**		
	Average Balance	**Interest Income/ Expense**	**Average Yield/ Rate**	**Average Balance**	**Interest Income/ Expense**	**Average Yield/ Rate**	**Average Balance**	**Interest Income/ Expense**	**Average Yield/ Rate**	**Average Balance**	**Interest Income/ Expense**	**Average Yield/ Rate**	**Average Balance**	**Interest Income/ Expense**	**Average Yield/ Rate**
Assets															
Interest-earning assets:															
Interest-earning cash and equivalents	$ 13,762	$ 188	5.42 %	$ 12,753	$ 172	5.35 %	$ 14,198	$ 178	5.03 %	$ 12,365	$ 140	4.59 %	$ 11,092	$ 104	3.72 %
Securities available for sale	3,895	38	3.87 %	3,706	31	3.32 %	3,948	31	3.15 %	4,772	30	2.55 %	5,002	28	2.22 %
Loan receivables, including held for sale:															
Credit cards	93,744	5,162	21.85 %	90,587	5,003	21.91 %	87,199	4,679	21.52 %	85,904	4,497	21.23 %	83,597	4,462	21.18 %
Consumer installment loans	3,875	116	11.88 %	3,656	108	11.72 %	3,359	94	11.22 %	3,103	83	10.85 %	2,991	78	10.35 %
Commercial credit products	1,934	42	8.62 %	1,861	38	8.10 %	1,808	36	7.99 %	1,697	34	8.13 %	1,757	34	7.68 %
Other	130	3	9.16 %	126	2	6.30 %	123	3	9.78 %	111	2	7.31 %	91	2	8.72 %
Total loan receivables, including held for sale	99,683	5,323	21.19 %	96,230	5,151	21.24 %	92,489	4,812	20.87 %	90,815	4,616	20.61 %	88,436	4,576	20.53 %
Total interest-earning assets	117,340	5,549	18.76 %	112,689	5,354	18.85 %	110,635	5,021	18.20 %	107,952	4,786	17.98 %	104,530	4,708	17.87 %
Non-interest-earning assets:															
Cash and due from banks	886			964			976			1,024			1,071		
Allowance for credit losses	(10,243)			(9,847)			(9,540)			(9,262)			(9,167)		
Other assets	6,616			6,529			6,330			6,128			5,772		
Total non-interest-earning assets	(2,741)			(2,354)			(2,234)			(2,110)			(2,324)		
Total assets	$ 114,599			$ 110,335			$ 108,401			$ 105,842			$ 102,206		
Liabilities															
Interest-bearing liabilities:															
Interest-bearing deposit accounts	$ 78,892	$ 878	4.42 %	$ 75,952	$ 800	4.18 %	$ 74,812	$ 717	3.84 %	$ 72,216	$ 557	3.13 %	$ 69,343	$ 441	2.52 %
Borrowings of consolidated securitization entities	6,903	99	5.69 %	6,096	86	5.60 %	5,863	78	5.34 %	6,229	77	5.01 %	6,231	69	4.39 %
Senior and Subordinated unsecured notes	8,712	106	4.83 %	8,710	106	4.83 %	8,707	106	4.88 %	8,442	101	4.85 %	7,962	92	4.58 %
Total interest-bearing liabilities	94,507	1,083	4.55 %	90,758	992	4.34 %	89,382	901	4.04 %	86,887	735	3.43 %	83,536	602	2.86 %
Non-interest-bearing liabilities															
Non-interest-bearing deposit accounts	379			401			420			411			388		
Other liabilities	5,652			5,418			5,164			5,130			5,217		
Total non-interest-bearing liabilities	6,031			5,819			5,584			5,541			5,605		
Total liabilities	100,538			96,577			94,966			92,428			89,141		
Equity															
Total equity	14,061			13,758			13,435			13,414			13,065		
Total liabilities and equity	$ 114,599			$ 110,335			$ 108,401			$ 105,842			$ 102,206		
Net interest income		$ 4,466			$ 4,362			$ 4,120			$ 4,051			$ 4,106	
Interest rate spread(1)			14.22 %			14.51 %			14.16 %			14.55 %			15.01 %
Net interest margin(2)			15.10 %			15.36 %			14.94 %			15.22 %			15.58 %

(1) Interest rate spread represents the difference between the yield on total interest-earning assets and the rate on total interest-bearing liabilities.
(2) Net interest margin represents net interest income divided by average interest-earning assets.

SYNCHRONY FINANCIAL
AVERAGE BALANCES, NET INTEREST INCOME AND NET INTEREST MARGIN
(unaudited, $ in millions)

	Twelve Months Ended Dec 31, 2023			Twelve Months Ended Dec 31, 2022		
	Average Balance	Interest Income/ Expense	Average Yield/ Rate	Average Balance	Interest Income/ Expense	Average Yield/ Rate
Assets						
Interest-earning assets:						
Interest-earning cash and equivalents	$ 13,272	$ 678	5.11 %	$ 10,215	$ 194	1.90 %
Securities available for sale	4,077	130	3.19 %	5,108	71	1.39 %
Loan receivables, including held for sale:						
Credit cards	89,383	19,341	21.64 %	80,119	16,471	20.56 %
Consumer installment loans	3,501	401	11.45 %	2,834	287	10.13 %
Commercial credit products	1,826	150	8.21 %	1,642	117	7.13 %
Other	122	10	8.20 %	77	6	7.79 %
Total loan receivables, including held for sale	94,832	19,902	20.99 %	84,672	16,881	19.94 %
Total interest-earning assets	112,181	20,710	18.46 %	99,995	17,146	17.15 %
Non-interest-earning assets:						
Cash and due from banks	962			1,472		
Allowance for credit losses	(9,726)			(8,844)		
Other assets	6,402			5,529		
Total non-interest-earning assets	(2,362)			(1,843)		
Total assets	$ 109,819			$ 98,152		
Liabilities						
Interest-bearing liabilities:						
Interest-bearing deposit accounts	$ 75,487	$ 2,952	3.91 %	$ 65,624	$ 1,008	1.54 %
Borrowings of consolidated securitization entities	6,274	340	5.42 %	6,468	196	3.03 %
Senior and subordinated unsecured notes	8,644	419	4.85 %	7,315	317	4.33 %
Total interest-bearing liabilities	90,405	3,711	4.10 %	79,407	1,521	1.92 %
Non-interest-bearing liabilities						
Non-interest-bearing deposit accounts	402			382		
Other liabilities	5,343			4,991		
Total non-interest-bearing liabilities	5,745			5,373		
Total liabilities	96,150			84,780		
Equity						
Total equity	13,669			13,372		
Total liabilities and equity	$ 109,819			$ 98,152		
Net interest income		$ 16,999			$ 15,625	
Interest rate spread(1)			14.36 %			15.23 %
Net interest margin(2)			15.15 %			15.63 %

(1) Interest rate spread represents the difference between the yield on total interest-earning assets and the rate on total interest-bearing liabilities.

(2) Net interest margin represents net interest income divided by average interest-earning assets.

SYNCHRONY FINANCIAL
BALANCE SHEET STATISTICS
(unaudited, $ in millions, except per share statistics)

	Quarter Ended										
		Dec 31, 2023		Sep 30, 2023		Jun 30, 2023		Mar 31, 2023		Dec 31, 2022	Dec 31, 2023 vs. Dec 31, 2022	
BALANCE SHEET STATISTICS												
Total common equity	$	13,169	$	13,033	$	12,646	$	12,459	$	12,139	$ 1,030	8.5 %
Total common equity as a % of total assets		11.21 %		11.54 %		11.63 %		11.55 %		11.61 %		(0.40)%
Tangible assets[7]	$	115,535	$	111,154	$	106,875	$	105,980	$	102,717	$ 12,818	12.5 %
Tangible common equity[1][7]	$	11,225	$	11,248	$	10,824	$	10,586	$	10,292	$ 933	9.1 %
Tangible common equity as a % of tangible assets[1][7]		9.72 %		10.12 %		10.13 %		9.99 %		10.02 %		(0.30)%
Tangible common equity per share[1][7]	$	27.59	$	27.18	$	25.89	$	24.71	$	23.49	$ 4.10	17.5 %

REGULATORY CAPITAL RATIOS[2][3][7]

	Basel III - CECL Transition				
Total risk-based capital ratio[4]	14.9 %	15.7 %	15.7 %	15.9 %	15.5 %
Tier 1 risk-based capital ratio[5]	12.9 %	13.6 %	13.6 %	13.8 %	14.1 %
Tier 1 leverage ratio[6]	11.7 %	12.2 %	12.0 %	12.1 %	12.7 %
Common equity Tier 1 capital ratio	12.2 %	12.8 %	12.8 %	13.0 %	13.3 %

(1) Tangible common equity ("TCE") is a non-GAAP measure. We believe TCE is a more meaningful measure of the net asset value of the Company to investors. For corresponding reconciliation of TCE to a GAAP financial measure, see Reconciliation of Non-GAAP Measures and Calculations of Regulatory Measures.

(2) Regulatory capital ratios at December 31, 2023 are preliminary and therefore subject to change.

(3) Capital ratios reflect the phase-in of an estimate of CECL's effect on regulatory capital over a three-year transitional period beginning in the first quarter of 2022 through 2024. Capital ratios for 2023 and 2022 reflect 50% and 25%, respectively, of the phase-in of CECL effects.

(4) Total risk-based capital ratio is the ratio of total risk-based capital divided by risk-weighted assets.

(5) Tier 1 risk-based capital ratio is the ratio of Tier 1 capital divided by risk-weighted assets.

(6) Tier 1 leverage ratio is the ratio of Tier 1 capital divided by total average assets, after certain adjustments.

(7) Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See Statements of Financial Position for additional information.

SYNCHRONY FINANCIAL
PLATFORM RESULTS
(unaudited, $ in millions)

	Quarter Ended							Twelve Months Ended			
	Dec 31, 2023	Sep 30, 2023	Jun 30, 2023	Mar 31, 2023	Dec 31, 2022	4Q'23 vs. 4Q'22		Dec 31, 2023	Dec 31, 2022	YTD'23 vs. YTD'22	
HOME & AUTO											
Purchase volume[1]	$ 11,421	$ 12,273	$ 12,853	$ 10,863	$ 11,860	$ (439)	(3.7)%	$ 47,410	$ 47,288	$ 122	0.3 %
Period-end loan receivables	$ 31,969	$ 31,648	$ 30,926	$ 29,733	$ 29,978	$ 1,991	6.6 %	$ 31,969	$ 29,978	$ 1,991	6.6 %
Average loan receivables, including held for sale	$ 31,720	$ 31,239	$ 30,210	$ 29,690	$ 29,402	$ 2,318	7.9 %	$ 30,722	$ 27,835	$ 2,887	10.4 %
Average active accounts (in thousands)[3]	19,177	19,223	18,935	18,521	18,539	638	3.4 %	18,967	18,080	887	4.9 %
Interest and fees on loans	$ 1,403	$ 1,367	$ 1,275	$ 1,225	$ 1,264	$ 139	11.0 %	$ 5,270	$ 4,670	$ 600	12.8 %
Other income	$ 26	$ 28	$ 27	$ 25	$ 23	$ 3	13.0 %	$ 106	$ 87	$ 19	21.8 %
DIGITAL											
Purchase volume[1]	$ 15,510	$ 13,808	$ 13,472	$ 12,261	$ 14,794	$ 716	4.8 %	$ 55,051	$ 51,394	$ 3,657	7.1 %
Period-end loan receivables	$ 28,925	$ 26,685	$ 25,758	$ 24,944	$ 25,522	$ 3,403	13.3 %	$ 28,925	$ 25,522	$ 3,403	13.3 %
Average loan receivables, including held for sale	$ 27,553	$ 26,266	$ 25,189	$ 24,982	$ 23,931	$ 3,622	15.1 %	$ 26,005	$ 22,185	$ 3,820	17.2 %
Average active accounts (in thousands)[3]	21,177	20,768	20,559	20,564	20,073	1,104	5.5 %	20,793	19,421	1,372	7.1 %
Interest and fees on loans	$ 1,579	$ 1,530	$ 1,422	$ 1,363	$ 1,322	$ 257	19.4 %	$ 5,894	$ 4,599	$ 1,295	28.2 %
Other income	$ (7)	$ (6)	$ (2)	$ 1	$ (14)	$ 7	(50.0)%	$ (14)	$ (61)	$ 47	(77.0)%
DIVERSIFIED & VALUE											
Purchase volume[1]	$ 16,987	$ 15,445	$ 15,356	$ 13,439	$ 16,266	$ 721	4.4 %	$ 61,227	$ 56,666	$ 4,561	8.0 %
Period-end loan receivables	$ 20,666	$ 18,865	$ 18,329	$ 17,702	$ 18,617	$ 2,049	11.0 %	$ 20,666	$ 18,617	$ 2,049	11.0 %
Average loan receivables, including held for sale	$ 19,422	$ 18,565	$ 17,935	$ 17,713	$ 17,274	$ 2,148	12.4 %	$ 18,414	$ 16,042	$ 2,372	14.8 %
Average active accounts (in thousands)[3]	21,038	20,410	20,346	20,807	20,386	652	3.2 %	20,738	19,594	1,144	5.8 %
Interest and fees on loans	$ 1,204	$ 1,168	$ 1,091	$ 1,070	$ 1,023	$ 181	17.7 %	$ 4,533	$ 3,610	$ 923	25.6 %
Other income	$ (30)	$ (28)	$ (21)	$ (14)	$ (42)	$ 12	(28.6)%	$ (93)	$ (105)	$ 12	(11.4)%
HEALTH & WELLNESS											
Purchase volume[1]	$ 3,870	$ 3,990	$ 4,015	$ 3,690	$ 3,505	$ 365	10.4 %	$ 15,565	$ 13,569	$ 1,996	14.7 %
Period-end loan receivables	$ 14,521	$ 14,019	$ 13,327	$ 12,581	$ 12,179	$ 2,342	19.2 %	$ 14,521	$ 12,179	$ 2,342	19.2 %
Average loan receivables, including held for sale	$ 14,251	$ 13,600	$ 12,859	$ 12,309	$ 11,846	$ 2,405	20.3 %	$ 13,261	$ 10,975	$ 2,286	20.8 %
Average active accounts (in thousands)[3]	7,447	7,276	7,063	6,887	6,673	774	11.6 %	7,169	6,326	843	13.3 %
Interest and fees on loans	$ 866	$ 844	$ 786	$ 735	$ 744	$ 122	16.4 %	$ 3,231	$ 2,710	$ 521	19.2 %
Other income	$ 82	$ 74	$ 54	$ 61	$ 60	$ 22	36.7 %	$ 271	$ 217	$ 54	24.9 %
LIFESTYLE											
Purchase volume[1]	$ 1,550	$ 1,490	$ 1,580	$ 1,302	$ 1,498	$ 52	3.5 %	$ 5,922	$ 5,498	$ 424	7.7 %
Period-end loan receivables	$ 6,744	$ 6,483	$ 6,280	$ 5,971	$ 5,970	$ 774	13.0 %	$ 6,744	$ 5,970	$ 774	13.0 %
Average loan receivables, including held for sale	$ 6,568	$ 6,383	$ 6,106	$ 5,919	$ 5,772	$ 796	13.8 %	$ 6,246	$ 5,552	$ 694	12.5 %
Average active accounts (in thousands)[3]	2,620	2,556	2,529	2,611	2,585	35	1.4 %	2,587	2,559	28	1.1 %
Interest and fees on loans	$ 255	$ 249	$ 232	$ 223	$ 221	$ 34	15.4 %	$ 959	$ 814	$ 145	17.8 %
Other income	$ 7	$ 8	$ 7	$ 7	$ 7	$ —	— %	$ 29	$ 28	$ 1	3.6 %
CORP, OTHER[4]											
Purchase volume[1,2]	$ 1	$ —	$ —	$ 2	$ —	$ 1	NM	$ 3	$ 5,772	$ (5,769)	(99.9)%
Period-end loan receivables	$ 163	$ 173	$ 181	$ 198	$ 204	$ (41)	(20.1)%	$ 163	$ 204	$ (41)	(20.1)%
Average loan receivables, including held for sale	$ 169	$ 177	$ 190	$ 202	$ 211	$ (42)	(19.9)%	$ 184	$ 2,083	$ (1,899)	(91.2)%
Average active accounts (in thousands)[2,3]	67	75	85	104	117	(50)	(42.7)%	83	2,647	(2,564)	(96.9)%
Interest and fees on loans	$ 16	$ (7)	$ 6	$ —	$ 2	$ 14	NM	$ 15	$ 478	$ (463)	(96.9)%
Other income	$ (7)	$ 16	$ (4)	$ (15)	$ (4)	$ (3)	75.0 %	$ (10)	$ 214	$ (224)	(104.7)%
TOTAL SYF[4]											
Purchase volume[1,2]	$ 49,339	$ 47,006	$ 47,276	$ 41,557	$ 47,923	$ 1,416	3.0 %	$ 185,178	$ 180,187	$ 4,991	2.8 %
Period-end loan receivables	$ 102,988	$ 97,873	$ 94,801	$ 91,129	$ 92,470	$ 10,518	11.4 %	$ 102,988	$ 92,470	$ 10,518	11.4 %
Average loan receivables, including held for sale	$ 99,683	$ 96,230	$ 92,489	$ 90,815	$ 88,436	$ 11,247	12.7 %	$ 94,832	$ 84,672	$ 10,160	12.0 %
Average active accounts (in thousands)[2,3]	71,526	70,308	69,517	69,494	68,373	3,153	4.6 %	70,337	68,627	1,710	2.5 %
Interest and fees on loans	$ 5,323	$ 5,151	$ 4,812	$ 4,616	$ 4,576	$ 747	16.3 %	$ 19,902	$ 16,881	$ 3,021	17.9 %
Other income	$ 71	$ 92	$ 61	$ 65	$ 30	$ 41	136.7 %	$ 289	$ 380	$ (91)	(23.9)%

(1) Purchase volume, or net credit sales, represents the aggregate amount of charges incurred on credit cards or other credit product accounts less returns during the period.
(2) Includes activity and balances associated with loan receivables held for sale.
(3) Active accounts represent credit card or installment loan accounts on which there has been a purchase, payment or outstanding balance in the current month.
(4) YTD 2022 includes activity and balances associated with Gap Inc. and BP portfolios which were both sold in 2Q 2022.

SYNCHRONY FINANCIAL

RECONCILIATION OF NON-GAAP MEASURES AND CALCULATIONS OF REGULATORY MEASURES[1]

(unaudited, $ in millions, except per share statistics)

	Quarter Ended				
	Dec 31, 2023	**Sep 30, 2023**	**Jun 30, 2023**	**Mar 31, 2023**	**Dec 31, 2022**
COMMON EQUITY AND REGULATORY CAPITAL MEASURES[2][3]					
GAAP Total equity	$ 13,903	$ 13,767	$ 13,380	$ 13,193	$ 12,873
Less: Preferred stock	(734)	(734)	(734)	(734)	(734)
Less: Goodwill[4]	(1,105)	(1,105)	(1,105)	(1,105)	(1,105)
Less: Intangible assets, net[5]	(839)	(680)	(717)	(768)	(742)
Tangible common equity	$ 11,225	$ 11,248	$ 10,824	$ 10,586	$ 10,292
Add: CECL transition amount	1,146	1,146	1,146	1,146	1,719
Adjustments for certain deferred tax liabilities and certain items in accumulated comprehensive income (loss)	229	255	255	258	281
Common equity Tier 1	$ 12,600	$ 12,649	$ 12,225	$ 11,990	$ 12,292
Preferred stock	734	734	734	734	734
Tier 1 capital	$ 13,334	$ 13,383	$ 12,959	$ 12,724	$ 13,026
Add: Subordinated debt	741	741	741	740	—
Add: Allowance for credit losses includible in risk-based capital	1,389	1,322	1,282	1,239	1,227
Total Risk-based capital	$ 15,464	$ 15,446	$ 14,982	$ 14,703	$ 14,253
ASSET MEASURES[2][3]					
Total average assets	$ 114,599	$ 110,335	$ 108,401	$ 105,842	$ 102,206
Adjustments for:					
Add: CECL transition amount	1,146	1,146	1,146	1,146	1,719
Less: Disallowed goodwill and other disallowed intangible assets (net of related deferred tax liabilities) and other	(1,671)	(1,507)	(1,537)	(1,564)	(1,513)
Total assets for leverage purposes	$ 114,074	$ 109,974	$ 108,010	$ 105,424	$ 102,412
Risk-weighted assets	$ 103,460	$ 98,451	$ 95,546	$ 92,379	$ 92,118
CECL FULLY PHASED-IN CAPITAL MEASURES[3]					
Tier 1 capital	$ 13,334	$ 13,383	$ 12,959	$ 12,724	$ 13,026
Less: CECL transition adjustment	(1,146)	(1,146)	(1,146)	(1,146)	(1,719)
Tier 1 capital (CECL fully phased-in)	$ 12,188	$ 12,237	$ 11,813	$ 11,578	$ 11,307
Add: Allowance for credit losses	10,571	10,176	9,804	9,517	9,527
Tier 1 capital (CECL fully phased-in) + Reserves for credit losses	$ 22,759	$ 22,413	$ 21,617	$ 21,095	$ 20,834
Risk-weighted assets	$ 103,460	$ 98,451	$ 95,546	$ 92,379	$ 92,118
Less: CECL transition adjustment	(580)	(580)	(580)	(580)	(870)
Risk-weighted assets (CECL fully phased-in)	$ 102,880	$ 97,871	$ 94,966	$ 91,799	$ 91,248
TANGIBLE COMMON EQUITY PER SHARE[3]					
GAAP book value per share	$ 32.36	$ 31.50	$ 30.25	$ 29.08	$ 27.70
Less: Goodwill	(2.72)	(2.67)	(2.65)	(2.58)	(2.52)
Less: Intangible assets, net	(2.05)	(1.65)	(1.71)	(1.79)	(1.69)
Tangible common equity per share	$ 27.59	$ 27.18	$ 25.89	$ 24.71	$ 23.49

(1) Regulatory measures at December 31, 2023 are presented on an estimated basis.

(2) Capital ratios reflect the phase-in of an estimate of CECL's effect on regulatory capital over a three-year transitional period beginning in the first quarter of 2022 through 2024. Capital ratios for 2023 and 2022 reflect 50% and 25%, respectively, of the phase-in of CECL effects.

(3) Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See Statements of Financial Position for additional information.

(4) At December 31, 2023, includes $87 million of goodwill classified as assets held for sale on the Consolidated Statement of Financial Position.

(5) At December 31, 2023, includes $24 million of intangible assets, net classified as assets held for sale on the Consolidated Statement of Financial Position.

synchrony

Exhibit 99.3

4Q'23
FINANCIAL RESULTS

January 23, 2024

Disclaimers

Cautionary Statement Regarding Forward-Looking Statements

The following slides are part of a presentation by Synchrony Financial in connection with reporting quarterly financial results. No representation is made that the information in these slides is complete. For additional information, see the earnings release and financial supplement included as exhibits to our Current Report on Form 8-K filed today and available on our website (www.synchronyfinancial.com) and the SEC's website (www.sec.gov). All references to net earnings and net income are intended to have the same meaning. All comparisons are for the fourth quarter of 2023 compared to the fourth quarter of 2022, unless otherwise noted.

This presentation contains certain forward-looking statements as defined in Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, which are subject to the "safe harbor" created by those sections. Forward-looking statements may be identified by words such as "expects," "intends," "anticipates," "plans," "believes," "seeks," "targets," "outlook," "estimates," "will," "should," "may" or words of similar meaning, but these words are not the exclusive means of identifying forward-looking statements. Forward-looking statements are based on management's current expectations and assumptions, and are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict. As a result, actual results could differ materially from those indicated in these forward-looking statements. Factors that could cause actual results to differ materially include global political, economic, business, competitive, market, regulatory and other factors and risks, such as: the impact of macroeconomic conditions and whether industry trends we have identified develop as anticipated; retaining existing partners and attracting new partners, concentration of our revenue in a small number of partners, and promotion and support of our products by our partners; cyber-attacks or other security breaches; disruptions in the operations of our and our outsourced partners' computer systems and data centers; the financial performance of our partners; the Consumer Financial Protection Bureau's (the "CFPB") proposed rule on credit card late fees, if adopted; the sufficiency of our allowance for credit losses and the accuracy of the assumptions or estimates used in preparing our financial statements, including those related to the CECL accounting guidance; higher borrowing costs and adverse financial market conditions impacting our funding and liquidity, and any reduction in our credit ratings; our ability to grow our deposits in the future; damage to our reputation; our ability to securitize our loan receivables, occurrence of an early amortization of our securitization facilities, loss of the right to service or subservice our securitized loan receivables, and lower payment rates on our securitized loan receivables; changes in market interest rates and the impact of any margin compression; effectiveness of our risk management processes and procedures, reliance on models which may be inaccurate or misinterpreted, our ability to manage our credit risk; our ability to offset increases in our costs in retailer share arrangements; competition in the consumer finance industry; our concentration in the U.S. consumer credit market; our ability to successfully develop and commercialize new or enhanced products and services; our ability to realize the value of acquisitions, dispositions and strategic investments; reductions in interchange fees; fraudulent activity; failure of third parties to provide various services that are important to our operations; international risks and compliance and regulatory risks and costs associated with international operations; alleged infringement of intellectual property rights of others and our ability to protect our intellectual property; litigation and regulatory actions; our ability to attract, retain and motivate key officers and employees; tax legislation initiatives or challenges to our tax positions and/or interpretations, and state sales tax rules and regulations; regulation, supervision, examination and enforcement of our business by governmental authorities, the impact of the Dodd-Frank Wall Street Reform and Consumer Protection Act and other legislative and regulatory developments and the impact of the CFPB's regulation of our business; impact of capital adequacy rules and liquidity requirements; restrictions that limit our ability to pay dividends and repurchase our common stock, and restrictions that limit the Bank's ability to pay dividends to us; regulations relating to privacy, information security and data protection; use of third-party vendors and ongoing third-party business relationships; and failure to comply with anti-money laundering and anti-terrorism financing laws.

For the reasons described above, we caution you against relying on any forward-looking statements, which should also be read in conjunction with the other cautionary statements that are included elsewhere in this presentation and in our public filings, including under the heading "Risk Factors" in the Company's Annual Report on Form 10-K for the fiscal year ended December 31, 2022, as filed on February 9, 2023. You should not consider any list of such factors to be an exhaustive statement of all the risks, uncertainties, or potentially inaccurate assumptions that could cause our current expectations or beliefs to change. Further, any forward-looking statement speaks only as of the date on which it is made, and we undertake no obligation to update or revise any forward-looking statement to reflect events or circumstances after the date on which the statement is made or to reflect the occurrence of unanticipated events, except as otherwise may be required by law.

2023 Year in Review

GROW & WIN NEW PARTNERS

25+
NEW PARTNER DEALS

J.CREW · Installation Made Easy

30+
PARTNER RENEWALS

TAG THE ASPEN GROUP · belk

DIVERSIFY PROGRAMS, PRODUCTS & MARKETS

Synchrony Pay Later

ally

IPH Independence Pet Holdings

475+ thousand
PARTNER LOCATIONS

DELIVER BEST-IN-CLASS CUSTOMER EXPERIENCES

90%
GROWTH IN ACCOUNTS PROVISIONED FOR DIGITAL WALLET

~23 million
NEW ACCOUNT ORIGINATIONS

$185 billion
RECORD PURCHASE VOLUME

GENERATE STRONG FINANCIAL RESULTS

$2.2 billion
NET EARNINGS

2.0%
ROA

19.8%
ROTCE*

$1.5 billion
CAPITAL RETURNED

DRIVING VALUE FOR OUR STAKEHOLDERS

*Return on tangible common equity represents net earnings available to common stockholders as a percentage of average tangible common equity. Tangible common equity ("TCE") is a non-GAAP measure. For corresponding reconciliation of TCE to a GAAP financial measure, see Reconciliation of Non-GAAP Measures and Calculations of Regulatory Measures.

Delivering Consistent Returns Over Time

	2009	2011	2013	2015	2017	2019	2021	2023
Prime & Super Prime/EOP(a)(b)	63%	72%	72%	74%	74%	72%	78%	73%
RSA / Purchase Volume(b)	1.09%	1.83%	2.53%	2.41%	2.23%	2.58%	2.73%	1.98%

LONG-TERM TARGETS: **~2.5+% ROA**
~28+% ROTCE

synchrony

Risk-adjusted return ("RAR") represents Total interest income (Interest and fees on loans plus Interest on cash and debt securities) less interest expense, RSA and NCOs, stated as a percentage of average loan receivables.

4Q'23 Financial Highlights

SUMMARY	FINANCIAL METRICS	CAPITAL
$1.03 DILUTED EPS *compared to $1.26*	**15.10%** NET INTEREST MARGIN *compared to 15.58%*	**12.2%** CET1 *liquid assets of $16.8 billion, 14.3% of total assets*
$103.0 billion LOAN RECEIVABLES *compared to $92.5 billion*	**5.58%** NET CHARGE-OFFS *compared to 3.48%*	**$81.2 billion** DEPOSITS *84% of current funding*
71.5 million AVERAGE ACTIVE ACCOUNTS *compared to 68.4 million*	**36.0%** EFFICIENCY RATIO *compared to 37.2%*	**$353 million** CAPITAL RETURNED *$250 million share repurchases*

4Q'23 Business Highlights

BUSINESS EXPANSION

ally

Rheem

J.CREW

MORRIS FURNITURE COMPANY.

PetVet Care CENTERS

The Good Feet Store
America's Arch Support Experts

Albertsons Companies

GROWTH METRICS

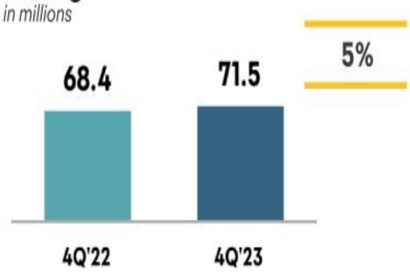
Purchase volume
$ billions

Dual Card / Co-Brand[(a)] $19.3 $21.0 9%

Loan receivables
$ billions

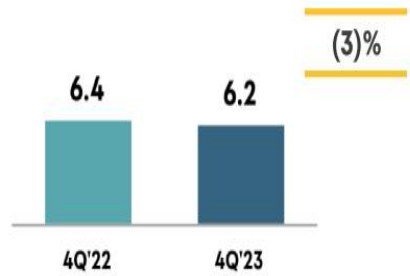
Dual Card / Co-Brand[(a)] $22.4 $27.3 22%

Average active accounts[(b)]
in millions



CONSUMER PERFORMANCE

New accounts[(c)]



Purchase volume per account[(d)]

Average balance per account[(e)]

Financial Results

Summary earnings statement

$ in millions, except per share statistics	4Q'23	4Q'22	B/(W) $	B/(W) %
Total interest income	$5,549	$4,708	*$841*	*18%*
Total interest expense	1,083	602	*(481)*	*(80)%*
Net interest income (NII)	**4,466**	**4,106**	***360***	***9%***
Retailer share arrangements (RSA)	(878)	(1,043)	*165*	*16%*
Provision for credit losses	1,804	1,201	*(603)*	*(50)%*
Other income	71	30	*41*	*137%*
Other expense	1,316	1,151	*(165)*	*(14)%*
Pre-tax earnings	**539**	**741**	***(202)***	***(27)%***
Provision for income taxes	99	164	*65*	*40%*
Net earnings	**440**	**577**	***(137)***	***(24)%***
Preferred dividends	11	10	*(1)*	*NM*
Net earnings available to common stockholders	**$429**	**$567**	***$(138)***	***(24)%***
Diluted earnings per share	**$1.03**	**$1.26**	***$(0.23)***	***(18)%***

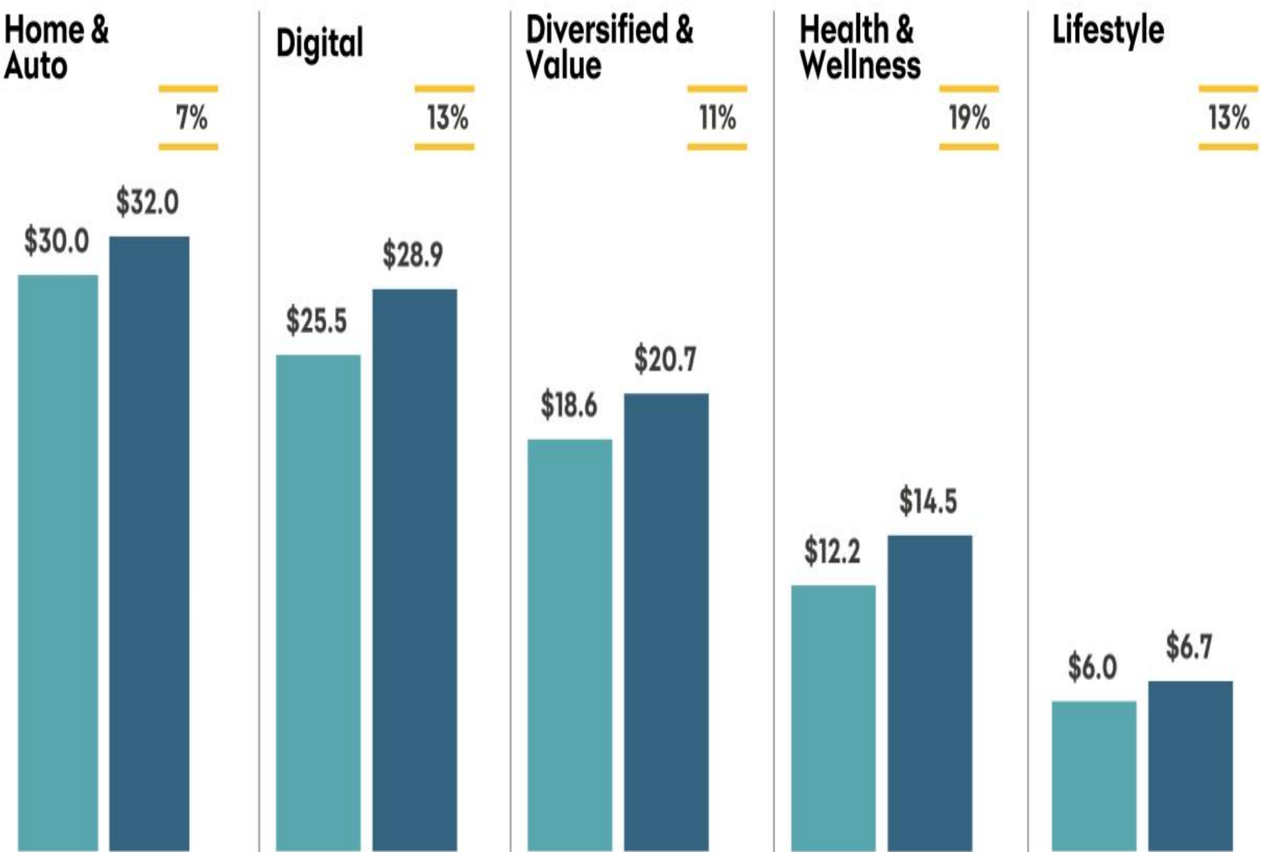
4Q'23 Highlights

$440 million Net earnings, $1.03 diluted EPS

- **Net interest income up 9%**
  - Interest and fees on loans up 16% driven primarily by growth in average loan receivables, higher benchmark rates and lower payment rate
  - Interest expense increase attributed to higher benchmark rates and higher funding liabilities
- **Retailer share arrangements decreased (16)%**
  - Decrease driven by higher net charge-offs partially offset by higher net interest income
- **Provision for credit losses up 50%**
  - Higher provision driven by higher net charge-offs
- **Total Other expense up 14%**
  - Increase primarily driven by growth related items, restructuring and other notable expenses totaling $73 million (see appendix for details) and higher operational losses
- **Provision for income taxes decreased (40)%**
  - Reduction in tax expense primarily driven by the decrease in pre-tax income as well as additional discrete tax benefits recognized in the current period

4Q'23 Platform Results[a]

Loan receivables $ in billions

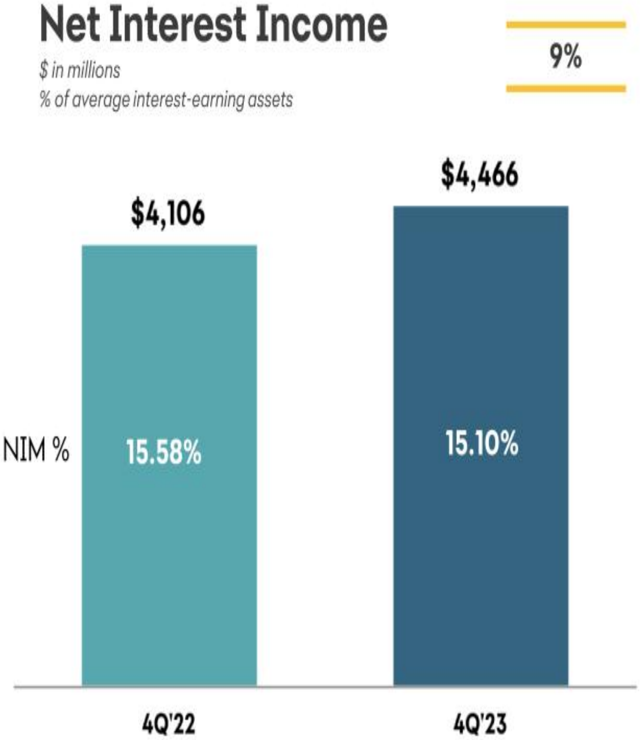


	Home & Auto 4Q'22	Home & Auto 4Q'23	Home & Auto V%	Digital 4Q'22	Digital 4Q'23	Digital V%	Diversified & Value 4Q'22	Diversified & Value 4Q'23	Diversified & Value V%	Health & Wellness 4Q'22	Health & Wellness 4Q'23	Health & Wellness V%	Lifestyle 4Q'22	Lifestyle 4Q'23	Lifestyle V%
Purchase volume	$11.9	$11.4	*(4)%*	$14.8	$15.5	*5%*	$16.3	$17.0	*4%*	$3.5	$3.9	*10%*	$1.5	$1.6	*3%*
Accounts	18.5	19.2	*3%*	20.1	21.2	*5%*	20.4	21.0	*3%*	6.7	7.4	*12%*	2.6	2.6	*1%*
Interest & fees on loans	$1,264	$1,403	*11%*	$1,322	$1,579	*19%*	$1,023	$1,204	*18%*	$744	$866	*16%*	$221	$255	*15%*

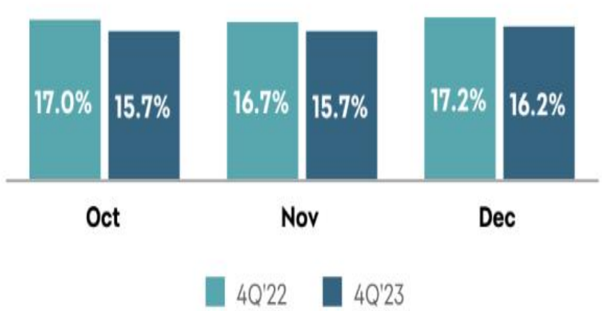
Net Interest Income

Net Interest Income

$ in millions
% of average interest-earning assets



Payment Rate Trends[a]



4Q'23 payment rate ~115 bps higher than 5-year historical average ('15-'19)[b]

synchrony

4Q'23 Highlights

- **Net interest income increased 9%**
  - Interest and fees on loans up 16% driven primarily by growth in average loan receivables, higher benchmark rates and lower payment rate
  - Interest expense increase attributed to higher benchmark rates and higher funding liabilities
- **Net interest margin (NIM) decreased 48 bps**
  - Interest-bearing liabilities cost: (138) bps
    - Total cost increased 169 bps to 4.55%
  - Loan receivables yield: 55 bps
    - Loan receivables yield of 21.19%, up 66 bps
  - Liquidity portfolio yield: 29 bps
  - Mix of Interest-earnings assets: 6 bps
    - Loan receivable mix as a percent of total earning assets increased from 84.6% to 85.0%

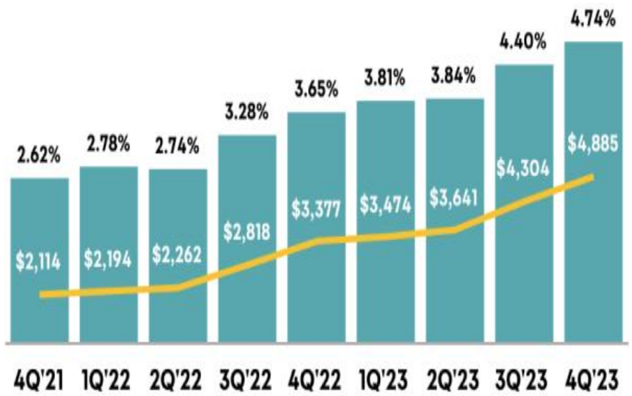
NIM Walk

4Q'22 NIM	**15.58%**
Interest-bearing liabilities cost	(1.38)%
Loan receivables yield	0.55%
Liquidity portfolio yield	0.29%
Mix of Interest-earning assets	0.06%
4Q'23 NIM	**15.10%**

Asset Quality Metrics

30+ days past due

$ in millions, % of period-end loan receivables

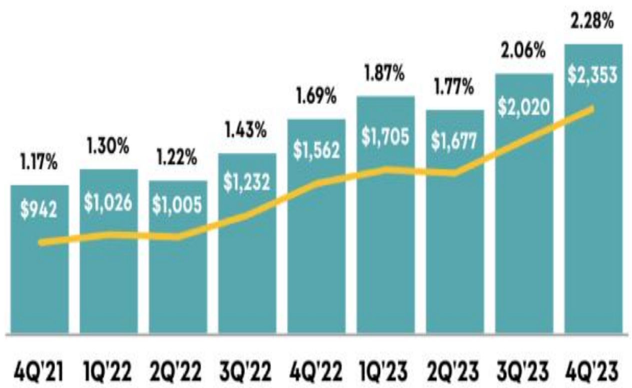


Net charge-offs

$ in millions, % of average loan receivables including held for sale

90+ days past due

$ in millions, % of period-end loan receivables



Allowance for credit losses[(a)]

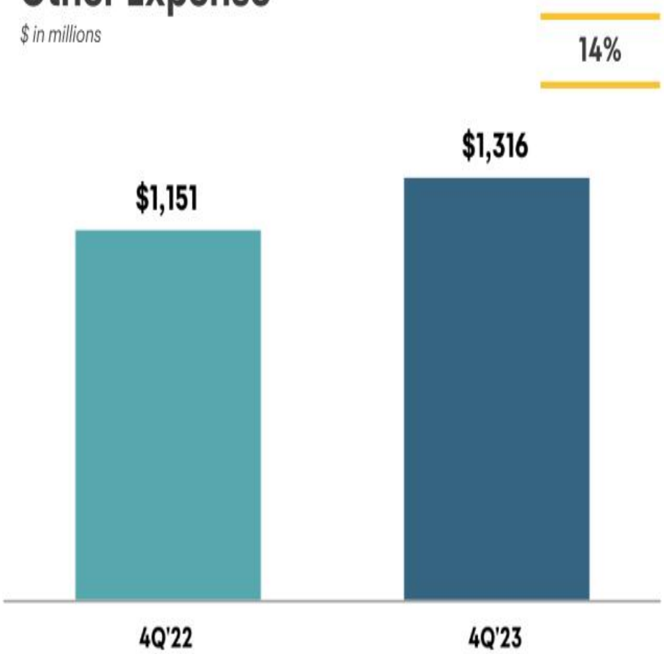
$ in millions, % of period-end loan receivables

synchrony

Other Expense

Other Expense

$ in millions



	4Q'22	4Q'23	B/(W) V$	B/(W) V%
Employee costs	$459	$538	$(79)	(17)%
Professional fees	$233	$228	$5	2%
Marketing/BD	$121	$138	$(17)	(14)%
Information processing	$165	$190	$(25)	(15)%
Other	$173	$222	$(49)	(28)%
Other expense	**$1,151**	**$1,316**	**$(165)**	**(14)%**
Efficiency[a]	**37.2%**	**36.0%**		**(1.2) pts.**

4Q'23 Highlights

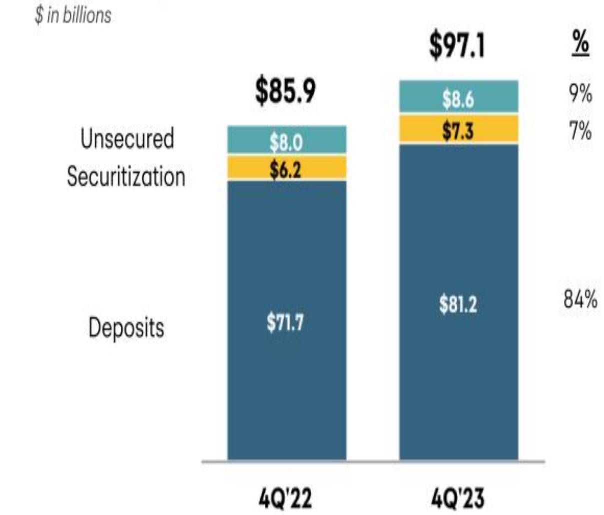
- **Total Other expense up 14%**
  - Increase primarily driven by growth related items, restructuring and other notable expenses totaling $73 million (see appendix for details) and higher operational losses
    - Employee cost increase primarily attributable to $43 million of restructuring costs related to the voluntary early retirement program and an increase in headcount driven by growth
    - Other increase primarily driven by higher operational losses, $9 million FDIC special assessment and restructuring costs related to site strategy of $9 million
- **Efficiency ratio 36.0% vs. 37.2% prior year**
  - Decrease in ratio driven by higher revenue partially offset by higher expenses
  - Excluding the impacts of restructuring costs, FDIC special assessment and other notable items (see appendix for details), efficiency ratio would have been an additional ~200bps lower in 4Q'23

synchrony

Funding, Capital and Liquidity

Funding sources

$ in billions

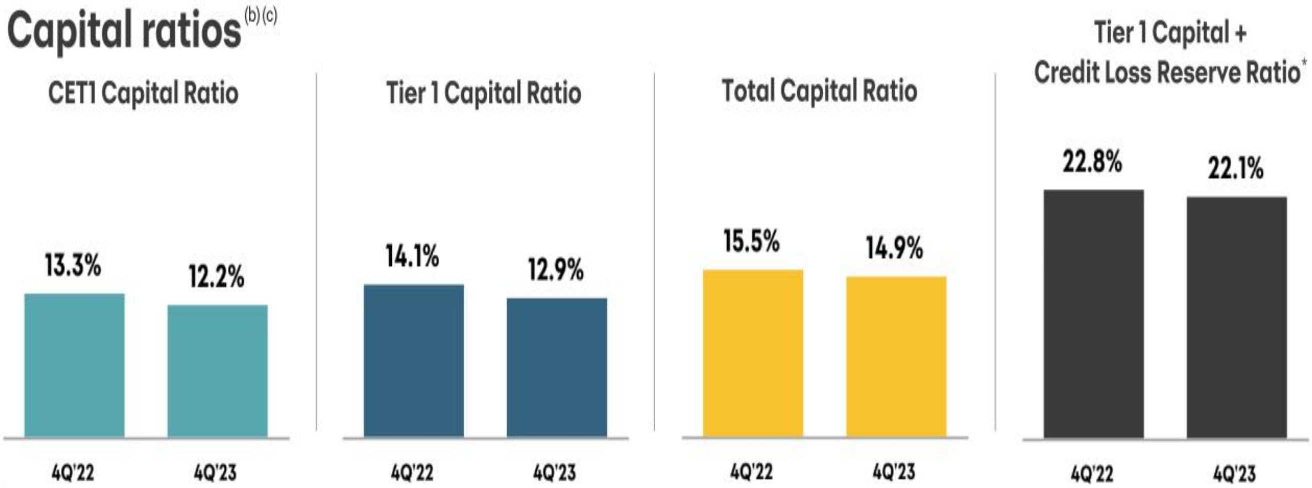


	4Q'22	4Q'23
Liquid assets	$14.2	$16.8
Undrawn credit facilities	$3.0	$3.0
Total[(a)]	**$17.2**	**$19.8**
% of Total assets	**16.4%**	**16.8%**

CET1% Walk[(c)]

4Q'22 CET1%	**13.3%**
Net Income	2.4%
Risk Weighted Asset changes	(1.5)%
Common & Preferred dividends	(0.5)%
Share repurchases	(1.2)%
CECL transition provisions	(0.6)%
Adoption of ASU 2022-02 (TDR allowance change)	0.2%
Other activity, net	0.1%
4Q'23 CET1%	**12.2%**

Capital ratios[(b)(c)]



* *The "Tier 1 Capital + Credit Loss Reserve Ratio" is the sum of our "Tier 1 Capital" and "Allowance for Credit Losses," divided by our "Total Risk-Weighted Assets". Tier 1 Capital and Risk-Weighted Assets are adjusted to reflect the fully phased-in impact of CECL. These adjusted metrics are non-GAAP measures, see non-GAAP reconciliation in appendix.*

2023 Results vs. Outlook

Key Driver	Full Year 2023 2023 Outlook	 2023 Actual	Drivers
Loan receivables growth	8 – 10%	11%	• Pace of payment rate moderation increased but remains well above pre-pandemic levels • Continued strong purchase volume growth
Net interest margin	15.00 – 15.25%	15.15%	• Lower interest expense driven by better-than-expected betas
Net charge-offs	4.75 – 5.00%	4.87%	• Credit performance in line with expectations • Delinquency metrics normalized back to pre-pandemic levels during 3Q'23
RSA / Average loan receivables	4.00 – 4.25%	3.86%	• Performance of RSA driven by the mix of Loan receivables growth
Operating expenses	~$1,125MM per qtr	$1,190MM per qtr	• Expense increase primarily driven by growth and higher operational losses • Results include $73 million of Q4'23 notable other expenses (see appendix for details) • Excluding these notable items, delivered positive operating leverage (expense growth lower than NII growth) during 2023

2024 Outlook

Baseline Macroeconomic Assumptions *(excludes effects of qualitative overlays)*				Additional Assumptions
U/E Rate *(YE'24)*	**GDP Growth** (FY'24)	**Fed Funds** *(YE'24)*	**Deposit Betas** (FY'24)	• Pets Best sale & Ally Lending purchase close in 1Q'24 • Given uncertainty surrounding potential late fee rule, no impact included
4.0%	**1.7%**	**4.75%**	**Sav/CDs: ~30%**	

Key Driver	FY 2024	Full Year Framework
Loan receivables growth	6 – 8%	• Broad-based purchase volume growth • Payment rate moderation expected to continue, but remains above pre-pandemic levels throughout 2024

Net interest income	$17.5 – $18.5B	• Follow normal seasonal trends adjusted for the following items:
		  • increase in Interest-bearing liabilities cost driven by the lagged impact of higher benchmark rates as fixed rate retail deposits reprice
		  • competition for retail deposits and the pace of deposit repricing in response to potential rate cuts
		  • higher Interest & Fee Yield partial offset by higher reversals

Net charge-offs	5.75 – 6.00%	• Expected to peak during 1H before returning to pre-pandemic seasonal trends for the remainder of 2024 • Outlook assumes stable macro environment
RSA / Average loan receivables	3.50 – 3.75%	• Moderation reflects impact of continued credit normalization, higher interest expense, and portfolio mix partially offset by higher purchase volume
Efficiency ratio*	32.5 – 33.5%	• Continue to drive positive operating leverage • Stabilization in operational losses

(comments and trends in comparison to 2023, except where noted)

** Excludes the impact of the gain on sale from Pets Best*

Footnotes

All amounts and metrics included in this presentation are as of, or for the three months ended, December 31, 2023, unless otherwise stated.

Delivering Consistent Returns Over Time

a. Classification of Prime & Super Prime refers to VantageScore credit scores of 651 or higher for 2019-2023 and FICO scores of 661 or higher for periods prior to 2019.
b. RSA/ALR refers to Retailer share arrangements as a percentage of Average loan receivables; NCO/ALR refers to Net charge-offs as a percentage of Average loan receivables; Prime & Super Prime/EOP refers to Prime & Super Prime Loan receivables as a percentage of total period-end Loan receivables; RSA/Purchase volume refers to Retailer share arrangements as a percentage of Purchase volume.

4Q'23 Business Highlights

a. Dual Card / Co-Brand metrics are consumer only and include in-partner and out-of-partner activity.
b. Average active accounts are credit card or installment loan accounts on which there has been a purchase, payment or outstanding balance in the current month.
c. New accounts represent accounts that were approved in the respective period, in millions.
d. Purchase volume per account is calculated as total Purchase volume divided by Average active accounts, in $.
e. Average balance per account is calculated as the Average loan receivables divided by Average active accounts, in $.

Platform Results

a. Accounts represent Average active accounts in millions. Purchase volume $ in billions and Interest and fees on loans $ in millions.

Net Interest Income:

a. Payment rate is calculated as customer payments divided by beginning of period loan receivables.
b. Historical payment rate excludes portfolios sold in 2019 and 2022.

Asset Quality:

a. Allowance for credit losses reflects the adoption of ASU 2022-22, "Financial Instruments - Credit Losses (Topic 326): Troubled Debt Restructurings and Vintage Disclosures" on January 1, 2023, which included a $294 million reduction to the allowance for credit losses upon adoption.

Other Expense

a. Efficiency ratio is calculated as Total Other expense divided by sum of Net interest income plus Other income less Retailer share arrangements (RSA).

Funding, Capital and Liquidity

a. Excludes available borrowing capacity related to unencumbered assets.
b. Capital ratios reflect the phase-in of an estimate of CECL's effect on regulatory capital over a three-year transitional period beginning in the first quarter of 2022, with effects fully phased-in beginning in the first quarter of 2025. CET1, Tier 1, and Total Capital Ratio are presented on a Transition basis and capital ratios for 2023 and 2022 reflect 50% and 25%, respectively, of the phase-in of CECL effects.
c. Prior period amounts have been recast to reflect the change in presentation of contract costs related to our retailer partner agreements on our Statement of Financial Condition. See Exhibit 99.2 Financial Data Supplement of the Company for the quarter ended December 31, 2023, Statements of Financial Position for additional information.

CHANGING WHAT'S POSSIBLE

Notable Other Expense Items

The following table sets forth notable items incurred during the quarter included in Total Other expense

$ in millions

	Quarter ended December 31, 2023
Restructuring costs:	
Voluntary employee early retirement program	$43
Site Strategy	$9
FDIC Special Assessment	$9
Preparatory expenses related to potential Late Fee rule change	$7
Pets Best sale-related expenses	$5
Total	**$73**

Non-GAAP Reconciliation*

The following table sets forth the components of our Tier 1 Capital + Reserves ratio for the periods indicated below.
$ in millions

	At December 31	
	Total	
	2022	2023
Tier 1 Capital	$ 13,026	$ 13,334
Less: CECL transition adjustment	(1,719)	(1,146)
Tier 1 capital (CECL fully phased-in)	**$ 11,307**	**$ 12,188**
Add: Allowance for credit losses	9,527	10,571
Tier 1 capital (CECL fully phased-in) plus Reserves for credit losses	**$ 20,834**	**$ 22,759**
Risk-weighted assets	**$ 92,118**	**$103,460**
Less: CECL transition adjustment	(870)	(580)
Risk-weighted assets (CECL fully phased-in)	**$ 91,248**	**$102,880**

synchrony

** Estimated at December 31, 2023*

Non-GAAP Reconciliation Continued

The following table sets forth a reconciliation between GAAP results and non-GAAP managed-basis results for 2009

$ in millions

	Year Ended December 31, 2009
Net charge-offs as a % of average loan receivables, including held for sale:	
GAAP	**11.26 %**
Securitization adjustments	(0.59) %
Managed basis	**10.67 %**
Net interest income as a % of average loan receivables, including held for sale:	
GAAP	**16.21 %**
Securitization adjustments	1.44 %
Managed basis	**17.65 %**
Retailer share arrangements as a % of average loan receivables, including held for sale:	
GAAP	**3.40 %**
Securitization adjustments	(1.80) %
Managed basis	**1.60 %**
Average loan receivables	
GAAP	**$23,485**
Securitization adjustments	23,181
Managed basis	**$46,666**
Period-end loan receivables	
GAAP	**$22,912**
Securitization adjustments	23,964
Managed basis	**$46,876**

synchrony

Explanation of Non-GAAP Measures

The information provided in this Form 8-K and exhibits includes measures which are not prepared in accordance with U.S. generally accepted accounting principles ("GAAP").

We present certain capital measures in this Form 8-K and exhibits. Our "fully-phased Tier 1 Capital and Credit Loss Reserve Ratio" is not required by regulators to be disclosed, and therefore is considered a non-GAAP measure. We believe this ratio is a useful measure to investors as it provides a meaningful measure of what the Company's total loss absorption capacity would be if the transitional rules currently in effect, which permit the temporary deferral of the regulatory capital effects of CECL, were no longer available for us to apply.

We also present a measure we refer to as "tangible common equity" in this Form 8-K and exhibits. Tangible common equity itself is not a measure presented in accordance with GAAP. We believe tangible common equity is a more meaningful measure to investors of the net asset value of the Company.

The reconciliations of these capital and equity related non-GAAP measures to the applicable comparable GAAP financial measures are included in the detailed financial tables included in Exhibit 99.2.