

**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**

**September 9, 2021
Date of Report
(Date of earliest event reported)**

SYNCHRONY FINANCIAL

(Exact name of registrant as specified in its charter)

Delaware
(State or other jurisdiction
of incorporation)

001-36560
(Commission
File Number)

51-0483352
(I.R.S. Employer
Identification No.)

**777 Long Ridge Road
Stamford, Connecticut**
(Address of principal executive offices)

06902
(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
<p data-bbox="175 142 607 170">Common stock, par value \$0.001 per share</p> <p data-bbox="58 170 716 241">Depository Shares Each Representing a 1/40th Interest in a Share of 5.625% Fixed Rate Non-Cumulative Perpetual Preferred Stock, Series A</p>	<p data-bbox="808 142 857 163">SYF</p> <p data-bbox="792 170 873 195">SYFPrA</p>	<p data-bbox="1117 142 1386 170">New York Stock Exchange</p> <p data-bbox="1117 170 1386 195">New York Stock Exchange</p>

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 7.01 Regulation FD Disclosure.

As previously announced, Synchrony (the “Company”) hosted an Investor Day on Thursday, September 9, 2021 via live video stream. During the event, members of Synchrony’s executive leadership team discussed the Company’s business model, long-term growth strategy and financial operating framework, and current quarter outlook.

The Company has posted a replay of the webcast and the related slide presentation on the Synchrony Investor Relations website at www.investors.synchronyfinancial.com. The slide presentation is also being furnished hereto as Exhibit 99.1.

The information contained in this Item 7.01 of this Current Report on Form 8-K, including Exhibit 99.1, is furnished pursuant to Item 7.01 of Form 8-K and shall not be deemed to be “filed” for purposes of Section 18 of the Securities Exchange Act of 1934, as amended, or otherwise subject to the liabilities of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933, as amended, or the Securities Exchange Act of 1934, as amended, except as shall be expressly stated by specific reference in such filing.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits

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

<u>Number</u>	<u>Description</u>
99.1	Synchrony Investor Day Presentation
104	The cover page from this Current Report on Form 8-K, formatted in Inline XBRL

EXHIBIT INDEX

Number

Description

99.1	Synchrony Investor Day Presentation
104	The cover page from this Current Report on Form 8-K, formatted in Inline XBRL



Investor Day 2021





WELCOME

Synchrony Investor Day 2021

Disclaimers

Cautionary Statement Regarding Forward-Looking Statements

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, including the future impacts of the novel coronavirus disease ("COVID-19") outbreak and measures taken in response thereto for which future developments are highly uncertain and difficult to predict; 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 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 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 (the "Dodd-Frank Act") and other legislative and regulatory developments and the impact of the Consumer Financial Protection Bureau's (the "CFPB") 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 in our public filings, including under the heading "Risk Factors Relating to Our Business" and "Risk Factors Relating to Regulation" in the Company's Annual Report on Form 10-K for the fiscal year ended December 31, 2020, as filed on February 11, 2021. 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.

This presentation contains various statistical and other data relating to current and future market sizes and growth opportunities for Synchrony's business and the industries in which Synchrony operates. These data were sourced from third parties and also Synchrony internal analysis and involve a number of assumptions and estimates. Although we believe the information sourced from third parties to be reliable, we have not independently verified such information and cannot guarantee its accuracy or completeness.

The information provided herein includes certain "CECL fully phased-in" capital measures, which are not prepared in accordance with U.S. generally accepted accounting principles ("GAAP"). The reconciliations of such measures to the most directly comparable GAAP measures are included at the end of this presentation.

POWERFUL FINANCIAL ECOSYSTEM



Brian Doubles
President & Chief Executive Officer

We Have Built a Differentiated Business and Strong Track Record of Success ...

Built on 89 years of experience and innovation,
powered by bold moves in the past seven years.



Since IPO¹

\$933B
purchase volume

\$78B
loan receivables

65MM+
active accounts

29
U.S. patents

... Diversified Our Business ...

Since IPO

130+
new partners

160+
existing partnership
expansions

4
acquisitions

verizon✓

Walgreens

PayPal

Fanatics

venmo

Crate&Barrel

LOOP
COMMERCE

HSN

Allegro▲ **Credit**®

jtv
jewelry & love

PANDORA

PIAGGIO

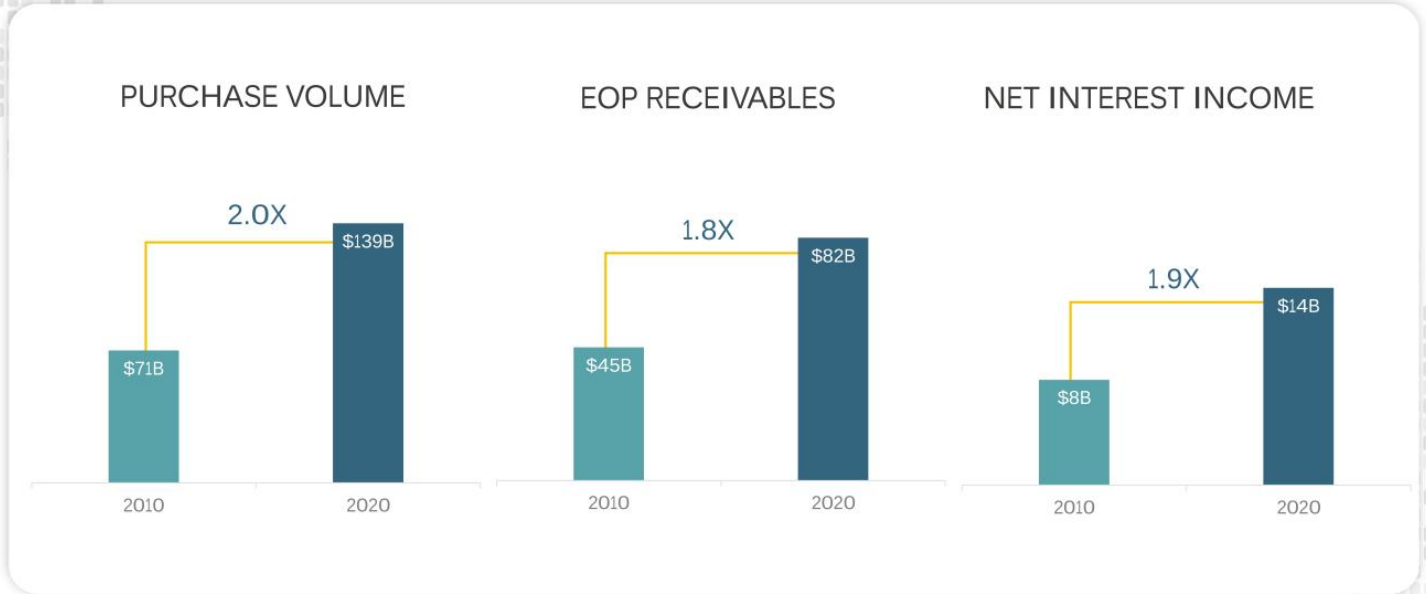
CITGO

zulily

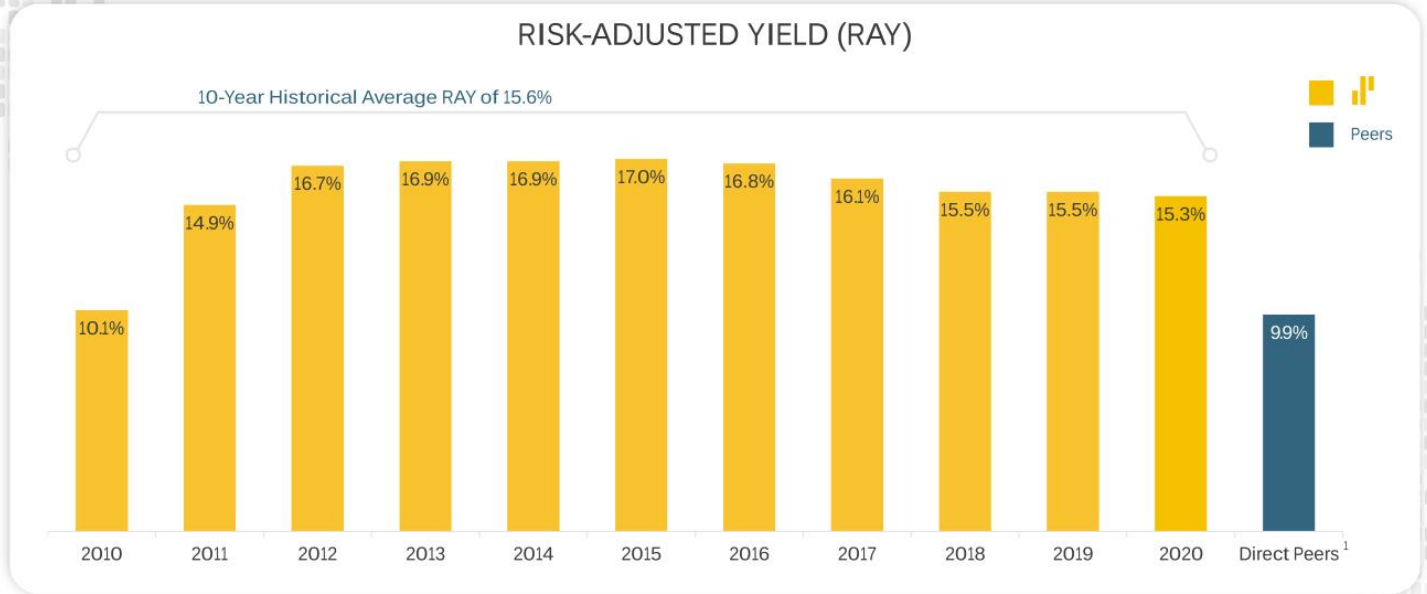
Pets Best
PET HEALTH INSURANCE

HARBOR FREIGHT
QUALITY TOOLS LOWEST PRICES

... and Achieved Significant Growth ...



... at Attractive Risk-Adjusted Returns



Delivering Value for All Stakeholders, Including Our People & Our Communities ...



ADDITIONALLY, SYNCHRONY:

Ranked #5

on the 2019 Fortune list of Best Places to Work for Diversity

More than **10,000**

of our 16,500 employees are members of one or more of our eight Diversity Networks

One of the **Most Diverse**

Board of Directors of any company in the Fortune 200

#37

2021 Fortune's Top 100 Best Companies to Work For

\$78.4B

Receivables
Largest U.S. provider of private label credit cards

\$11.5B+

Capital Returns
Dividends, Share Buybacks

448K+

Partner Locations

65MM+

Average Active Accounts

WHILE BUILDING AN INNOVATIVE TECH CULTURE

~\$5B

Digital & Technology Investments since IPO

~200

Agile Build Teams

29

U.S. Patents



Results as of 2Q 2021, unless otherwise stated.

Established Ourselves as a Leading Franchise with Significant Breadth and Depth

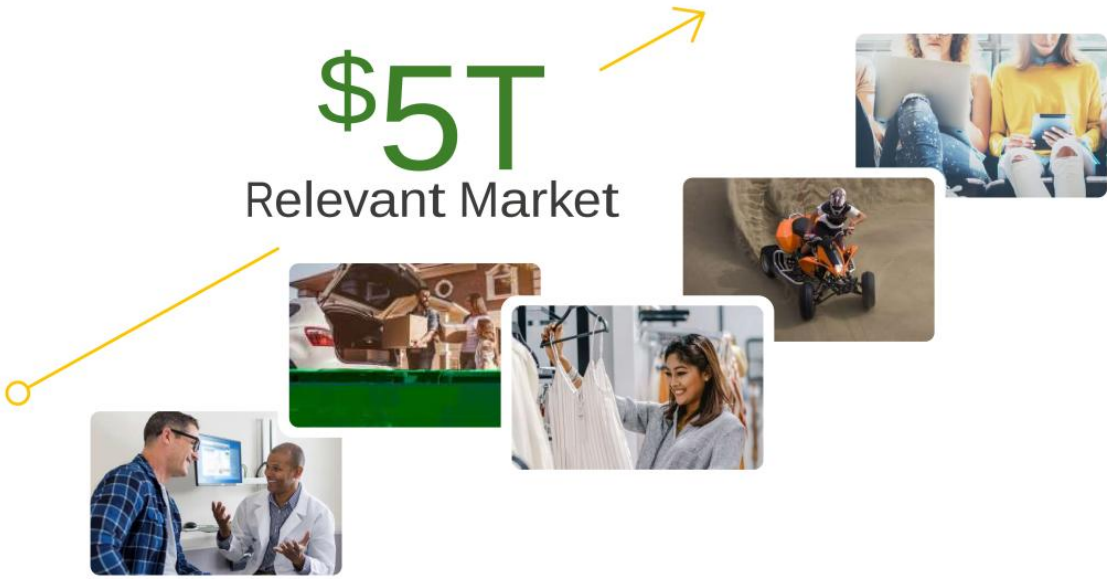
... and We are Just Getting Started ...

Synchrony **enables commerce** by delivering the **leading financial ecosystem** that connects our partners and our customers through **world-class technology, products, and capabilities**
























Significant Opportunity in the Markets We Serve

\$5T

Relevant Market



Platforms are Aligned to Power Growth

Digital	Health & Wellness	Home & Auto	Diversified & Value	Lifestyle
    	   	   	    	    

Sample partners

POWERED BY OUR
SCALABLE FUNCTIONS:



Partners and Customers are at the Forefront of Every Product & Service We Offer

Seamless Customer Journey



Multi-product Suite

Revolving	BNPL/Installments	Commercial	Growth Adjacencies
 PLCC DUAL CARD CO-BRAND SECURED NETWORK SYNCHRONY MC	 INSTALLMENTS & BNPL SECURED INSTALLMENTS & LEASING	 BUSINESS REVOLVING CREDIT INVOICE-BASED	 PET INSURANCE GIFTNOW HEALTH SYSTEMS SYNCHRONY NETWORKS & MARKETPLACE

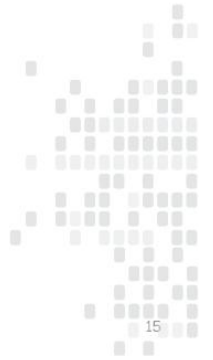
Digital Bank

 HIGH YIELD SAVINGS
 CD
 IRA
 MONEY MARKET

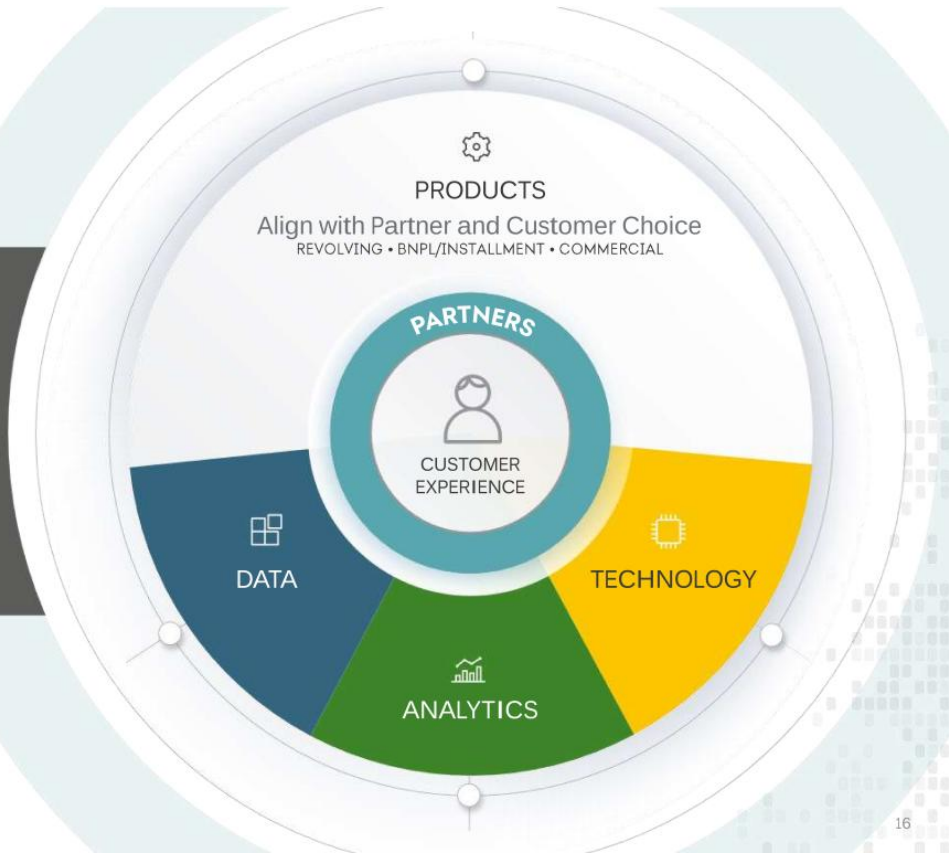
- Experience & Trust
- Customer Choice
- Purchasing Power
- Frictionless, Digital CX
- Value Prop



PayPal Partner Testimonial



Leading Financial Ecosystem of Products & Capabilities



Enabling Partner and Customer Choice



CUSTOMER DATA & INSIGHTS

Brand Affinity
Ticket Size
Credit History
Transaction Intent



ALIGN TO BEST PRODUCT & VALUE PROPOSITION

SetPay/BNPL
PLCC • Dual Card
Co-Brand • Secured
Promotional Offers



OPTIMIZED PRODUCT OFFERING

Right Product,
Right Time,
Right Purchase

Seamless Customer Experiences through Our Proprietary Products, Strategic Investments and Acquisitions

 AGILE INVESTMENT

 INNOVATION STATION

 CLOUD

 TECH INVESTMENT

PROPRIETARY PRODUCTS & CAPABILITIES BUILD

setPAY

 developer

Synchrony
PRISM

ENGAGE

SyPI

Synchrony Plug-In

100^{API}
ENDPOINTS

Attribute
Data Share

Synchrony
Enterprise Data Lake

STRATEGIC INVESTMENTS & PARTNERSHIPS



ACQUISITIONS



Solidifying Our Position as a Leading Financial Ecosystem



The Team Shaping Our Future and Leading Today's Discussion



Brian Doubles
President & CEO




Brian Wenzel Sr.
Chief Financial Officer



Michael Bopp
Chief Growth Officer




Carol Juel
Chief Technology
& Operating Officer



Henry Greig
Chief Credit & Capital
Management Officer



Beto Casellas
Health & Wellness CEO



Curtis Howse
Home & Auto CEO



Tom Quindlen
Diversified & Value
and Lifestyle CEO



Bart Schaller
Digital CEO

Agenda

01

Growth Org



Addressable Market



Data & Products



Customer Lifetime Value

02

Tech Ops



Partner Integration



Customer Experience



Financial Ecosystem

03

Credit



More Data



On Demand



Deeper Insights

04

Platforms



Platform at a Glance



Why Synchrony



Growth Opportunities

05

Financial Update



Sustainable Growth



Efficient Operations



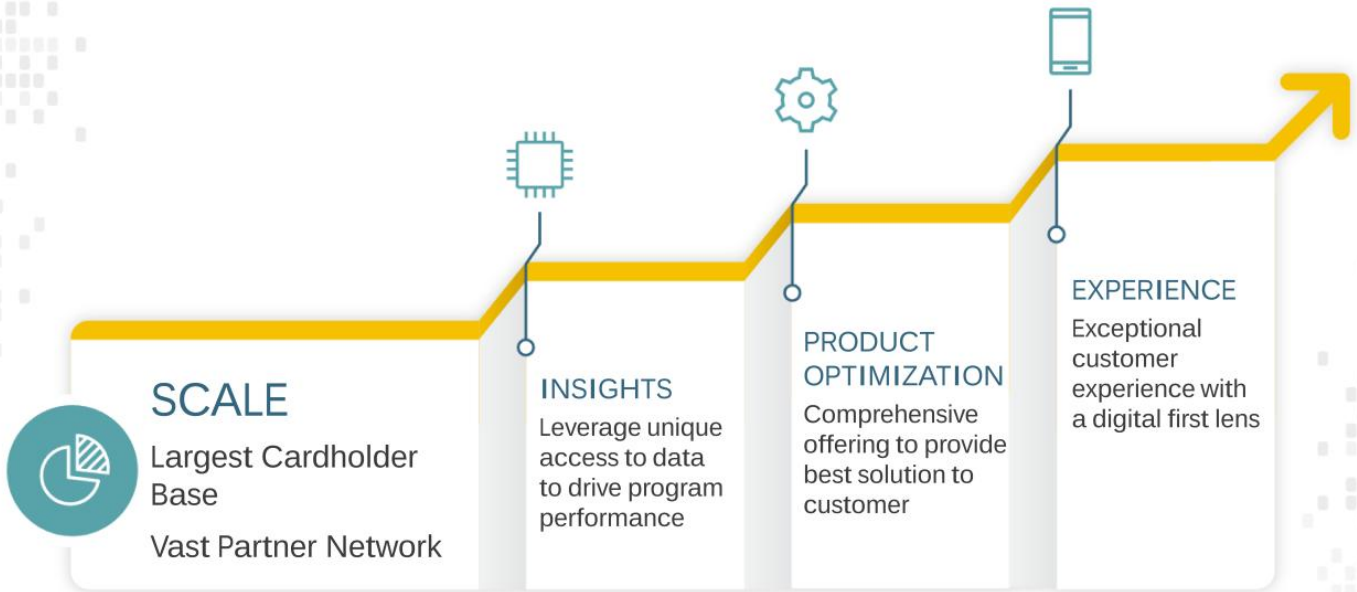
Capital Generation

DATA & PRODUCTS POWERING GROWTH

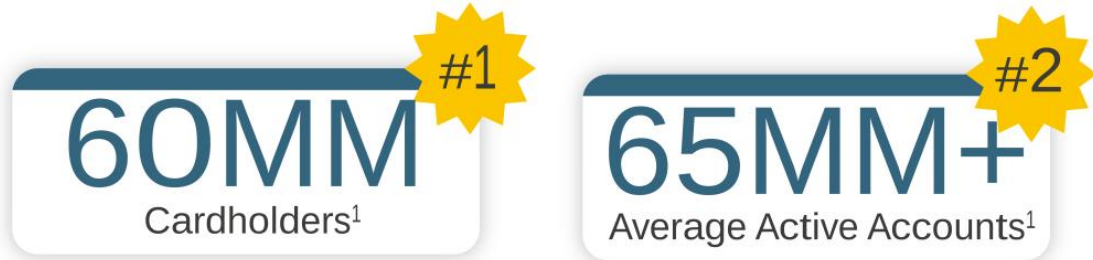


Mike Bopp
EVP & Chief Growth Officer

Synchrony is Well-Positioned for Growth



Significant Customer Scale



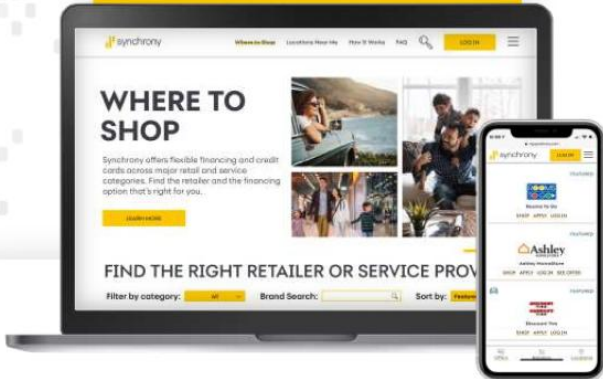
Among top U.S. consumer credit card issuers

Deep and Broad Opportunity to Gain Market Share



Customer Scale is Activated Through Our Partner Marketplaces

MYSYNCHRONY

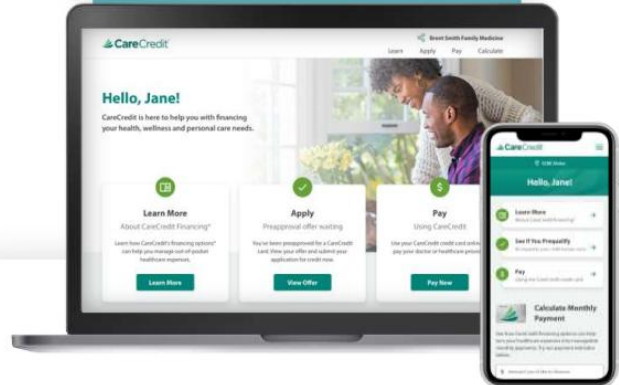


180MM
visits

118K
partner locations

1MM
referrals

CARECREDIT



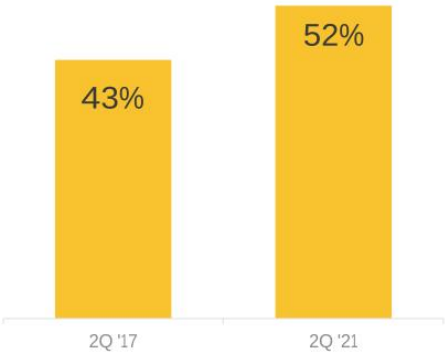
100MM
visits

250K
provider locations

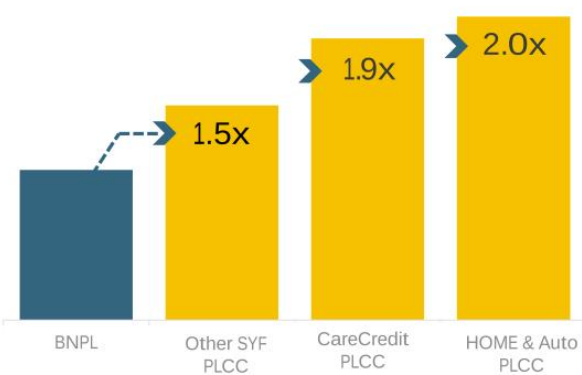
18MM
provider views

Leveraging Our Network Effect to Drive Sales to Our Partners

REPEAT SALES IN SYNCHRONY NETWORKS¹



AVERAGE MONTHLY SALES PER ACTIVE VS. BNPL²



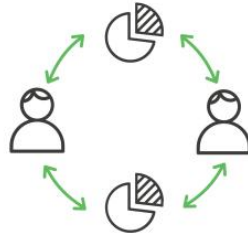
Privileged Access to Data Enables Mass Personalization of the Consumer Experience

Synchrony First-Party Data



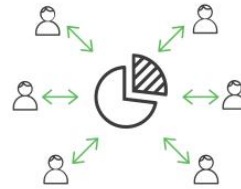
- 65MM+ Average Active Accounts
- 235MM+ Transactions per Month
- Synchrony Servicing Contacts Across Channels
- 7K+ Annual Campaigns

Synchrony Partner Data



- Top 10 Partners Share Data
- 448K Partner Locations
- Total Spend, Frequency
- Basket, SKU Level Data

Third-Party Data



- Customer Wallet
- Demographics
- Credit Bureau & Fraud Prevention (~7,100 Attributes)

7 TRILLION+ DATA POINTS, 200+ ANALYSTS AND DATA SCIENTISTS

ENABLING US TO:

- ✓ Say yes more
- ✓ Hyper-personalize
- ✓ Drive profitable growth

Data-Sharing Ecosystem Drives Growth and Expands Access Across Our Partner Network

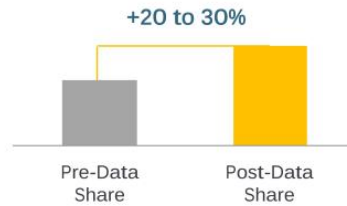
512
data elements

covering
~75%

of Synchrony
active accounts¹
and growing!

CREDIT LINE OPTIMIZATION

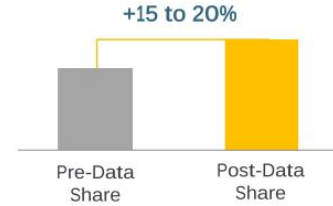
Average Credit Line Assignment



Improved credit line
assignments for our partners'
best consumers

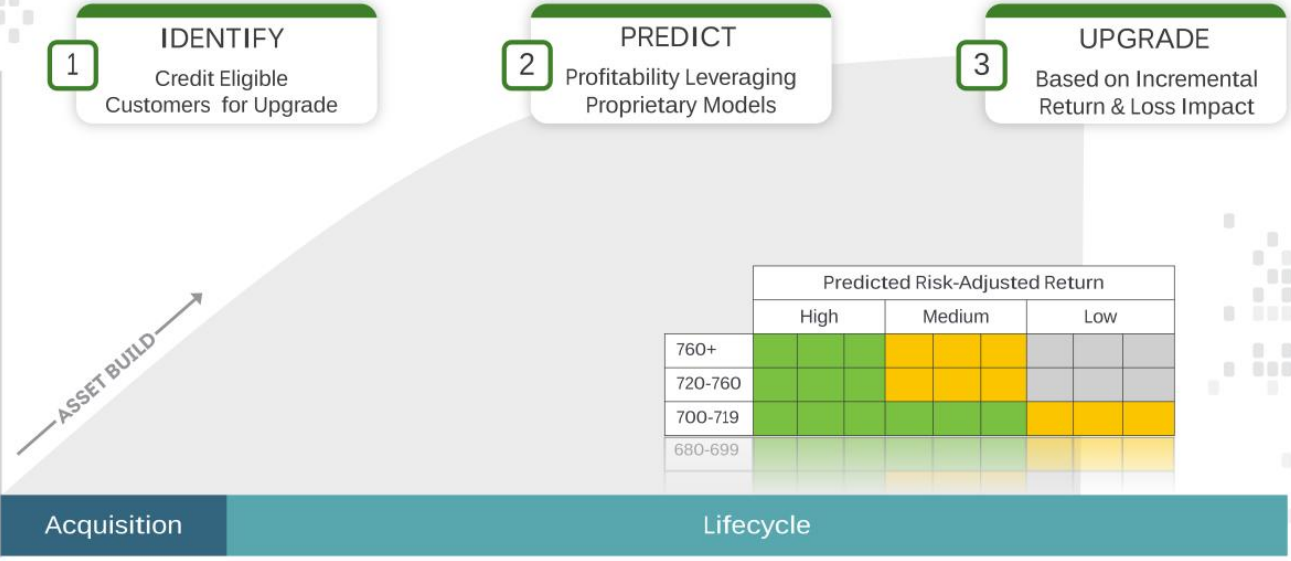
PURCHASE VOLUME INCREASE

Average Month 1 Sales/New Account



Increase in initial
consumer spending

Data Analytics Drive Product Optimization and Higher Growth



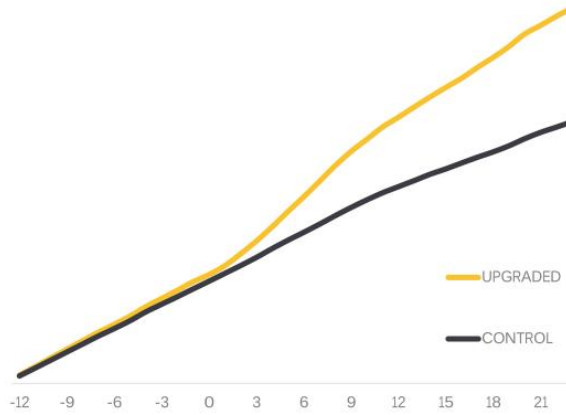
Optimizing the Customer's Product Journey to Drive Lifetime Value

Post-Upgrade
(Move from PLCC to Dual Card)
Delta Driven By:

98%
increase in sales

78%
increase in balances

RISK-ADJUSTED RETURN¹
per account/per month



LIFETIME VALUE¹



Comprehensive Product Set Powered by Scalable Tech

PAYMENT INTEGRATIONS
CLIENT WALLET
3RD-PARTY WALLET
QR CODE
POS
APIs












Revolving  PLCC  DUAL CARD  CO-BRAND  SECURED  NETWORK  SYNCHRONY MC			Business  BUSINESS REVOLVING  COMMERCIAL ACCOUNT		Installments setPAY INSTALLMENTS & BNPL  SECURED Allegro Credit INSTALLMENTS & LEASING		Growth Adjacencies  Pets Best PET HEALTH INSURANCE PET INSURANCE  GIFTNOW  CareCredit HEALTH SYSTEMS	
---	--	--	---	--	--	--	---	--

COMMON PLATFORMS
DIGITAL ACQUISITIONS
NATIVE PLUG-IN
DIGITAL SERVICING
REWARDS
DIGITAL MARKETING

Comprehensive Product Coverage

INDUSTRY PRODUCT LANDSCAPE¹

PRODUCTS

Revolving									
Private Label	●	●	●	●	●				
Dual Card	●								
Cobrand	●	●	●	●	●	●	●		
GPCC	●	●	●	●	●	●	●	●	
Business Card	●	●	●	●	●	●	●	●	
Commercial	●	●			●	●			
BNPL / Equal Payment Plan	●	●	●		●		●		
Secured	●	●			●			●	
Installments									
Short/Long-term Installment	●		●	●					●
BNPL (at purchase)	OCT 2021		●	●					●
BNPL (post transaction)		●		●		●	●		
Secured	●								
Lease	●								●

Deeper Dive: Synchrony BNPL and Installment Products¹

In Market

BNPL/Installment on Revolving Account — Offering terms 3 to 180 months



Amazon

- APRs start at 0%
- Single transaction or multiple purchases
- No additional credit inquiries
- Lifecycle marketing and promotions
- In store, online and mobile



Harbor Freight



Google

Deeper Dive: Synchrony BNPL and Installment Products¹

In Market

BNPL/Installment on Revolving Account
Offering terms 3 to 180 months



- APRs Start at 0%
- Single transaction or multiple purchases
- No additional credit inquiries
- Life-cycle marketing and promotions
- In-store, Online and Mobile

In Market

setPAY™

Installment

Offering terms 3 to 84 months



- Monthly Payments
- APRs Start at 0%
- Target AOV: \$500+
- Single transaction

NEW!

setPAY™

Pay in 4

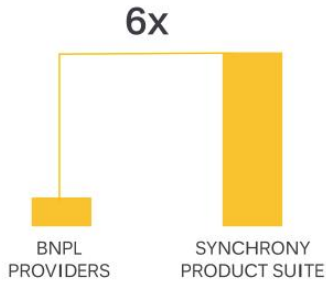


- Bi-weekly Payments
- No Interest or Fees
- Target AOV: < \$500
- Single Transaction

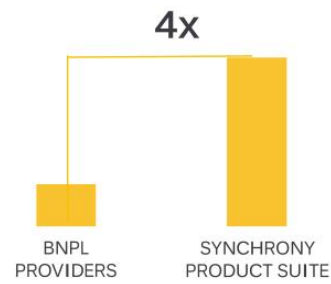
~88MM Synchrony Accounts have access to our installment products today²

Product Suite Drives More Accounts and Revenue at a Lower Cost to Partners than BNPL¹

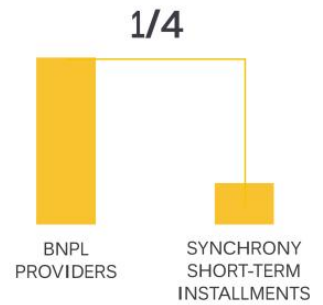
ACCOUNT ACQUISITIONS



AVERAGE ANNUAL REVENUE PER ACCOUNT



COST TO PARTNER



Solution Suite Powers Optimized Customer Outcomes

EXAMPLE PRODUCT SET

setPAY

PLCC

DUAL CARD

A customer journey can start at any point in this continuum based on product optimization.

CONSUMER CONTEXT



- Pay-over-time flexibility
- Closed-end, one time loan



- Revolving credit line
- Partner rewards
- Pay-over-time options
- Brand affinity



- Revolving credit line with broad utility
- Expanded rewards
- Pay-over-time options
- Brand loyalty

- Maximize full product spectrum
- Provide consumer choice
- Align to customer needs and creditworthiness
- Drive dynamic, personalized experience
- Yield long-term loyalty 10+ yr. average

TRANSACTIONAL

EXPANDED UTILITY

TOP OF WALLET

Seamlessly Connecting Our Partners to Customers and Products

Higher Conversion | More Sales | Loyal, Engaged Consumers | Less Effort for Partners | More Tools and Resources to Drive Growth | Financing Options to Meet Every Consumer Need

The Power of Choice



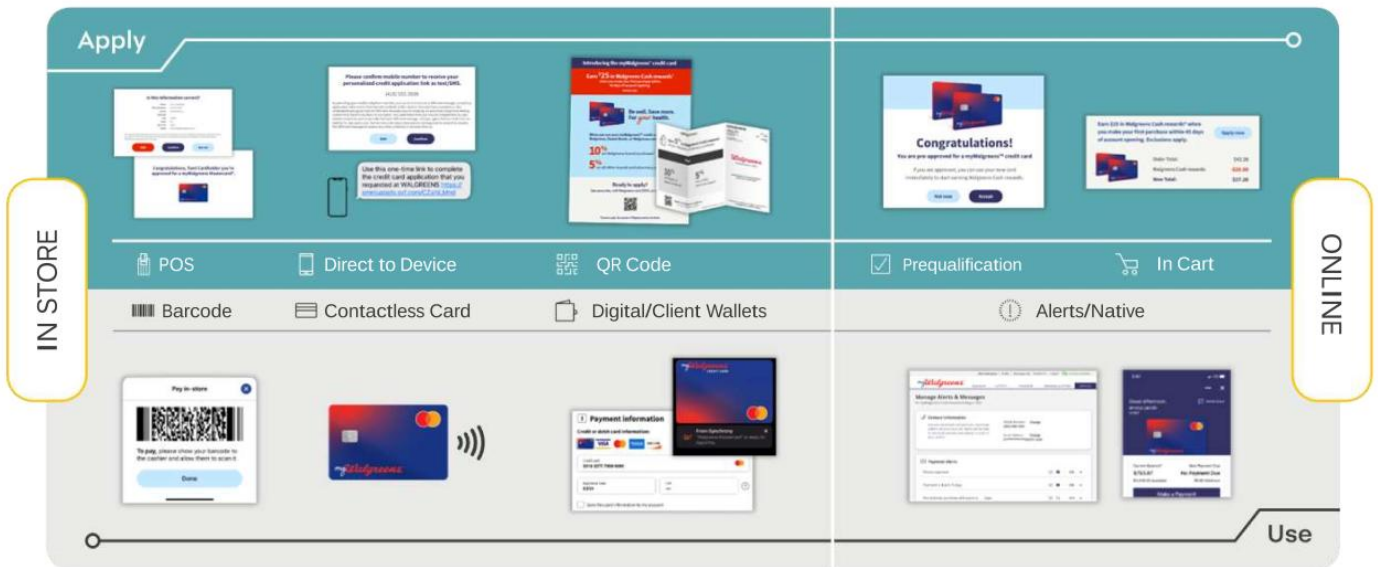
Experience Driven



Built to Evolve



Delivering an Exceptional Customer Experience





Unmatched customer scale and vast partner base

Privileged access to data and investments in data ecosystem

Comprehensive product offering and exceptional experience, optimized for each customer

TECHNOLOGY: POWERING THE FUTURE

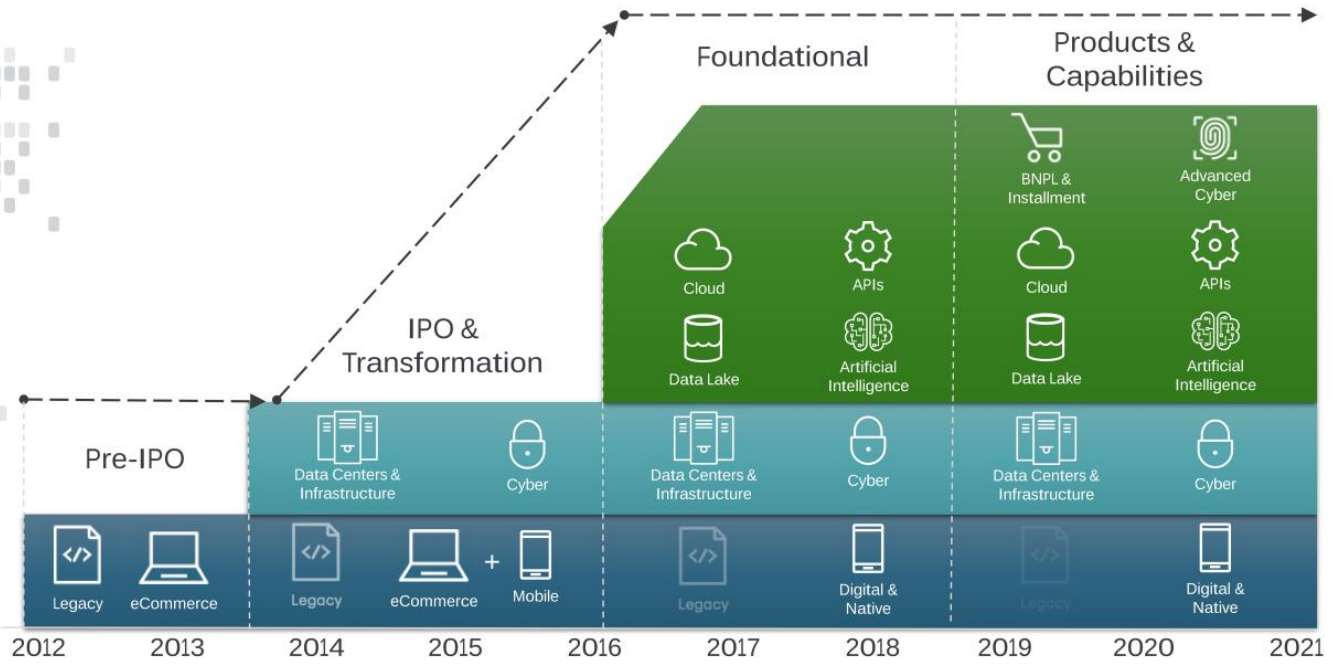


Carol Juel
Chief Technology & Operating Officer



**Dynamic,
scalable technology** —
a key differentiator that
empowers success

Our Investments Power Innovation

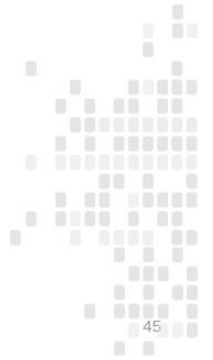




- Reaching more partners
- Providing more options to customers
- Translating data into action

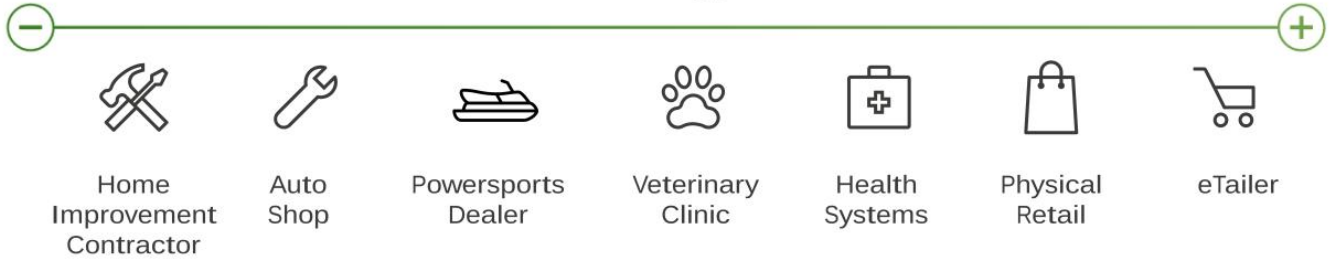


Venmo Partner Vignette

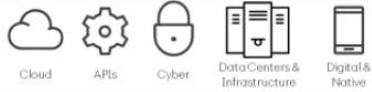


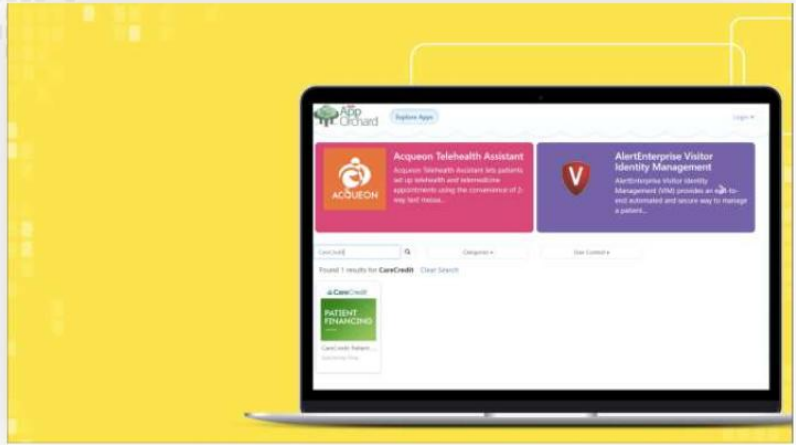
Flexible Technology Powers Partner Integration, Regardless of Size or Tech Sophistication

Partner Technology Investment



POWERED BY





CareCredit Integration



Providing Ultimate Optionality

We meet customers where they are...



Text



Online



Mobile



Store POS



Partner Native App (SyPI)



Synchrony Native App



Virtual Agent



Email



Store Direct-to-Device



Partner Web Platforms

Synchrony Touch Points

Partner Touch Points

... And offer the right products to meet their needs

Revolving



PLCC
DUAL CARD
CO-BRAND

SECURED
NETWORK
SYNCHRONY MC

BNPL/Installments

setPAY

INSTALLMENTS & BNPL



Allegro Credit®

SECURED INSTALLMENTS & LEASING

Commercial



BUSINESS REVOLVING CREDIT
INVOICE-BASED

POWERED BY



Cloud



APIs



Cyber



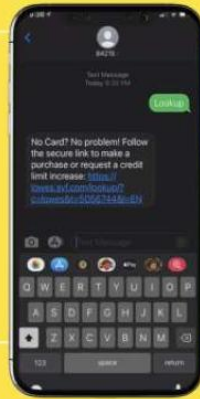
Data Centers & Infrastructure



Digital & Native

Customer Account Lookup

Triggered by customer's text and powered by innovative authentication APIs.



Lowe's Partner Vignette

Providing Ultimate Optionality... for Lowe's

We meet customers where they are...



Text



Online



Mobile



Store POS



Partner Native App (SyPI)



Synchrony Native App



Virtual Agent



Email



Store Direct-to-Device



Partner Web Platforms

Synchrony Touch Points

Partner Touch Points

... And offer the right products to meet their needs

Revolving



PLCC
DUAL CARD
CO-BRAND



SECURED
NETWORK
SYNCHRONY MC

BNPL/Installments

setPAY

INSTALLMENTS & BNPL



SECURED

Allegro Credit

INSTALLMENTS & LEASING

Commercial



BUSINESS REVOLVING CREDIT
INVOICE-BASED

KEY



Demonstrated
in video

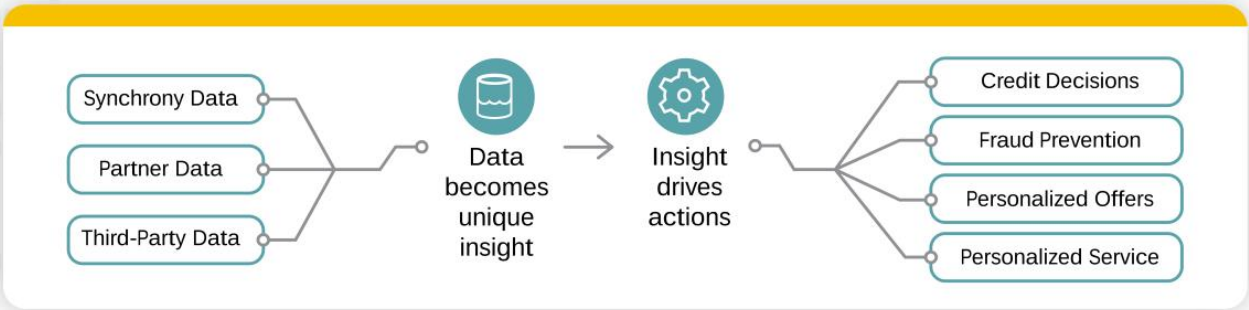


Not in video, but
used by Lowe's



Not currently
used by Lowe's

Robust Data Powers Unique Insights to Drive Action



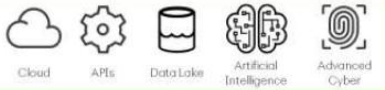
OUR DATA IS UNIQUE

- Our 60MM+ cardholders give us privileged insight into ~20% of U.S. adults
- Partners provide rich customer data through robust integrations
- Able to dynamically add third-party data sources

POWERFUL ABILITY TO TRANSLATE DATA INTO ACTION

- Data analytics and machine learning tools allow us to analyze, model and develop deep insight into our customers
- Innovative front-end engines allow us to continually tune, augment and improve how that insight gets used

POWERED BY





Synchrony PRISM





Reaching more partners, no matter where they are on their technology journey.

Providing more options to customers, from products to touchpoints.

Translating data to swift action and delivering insight to maximum point of impact.

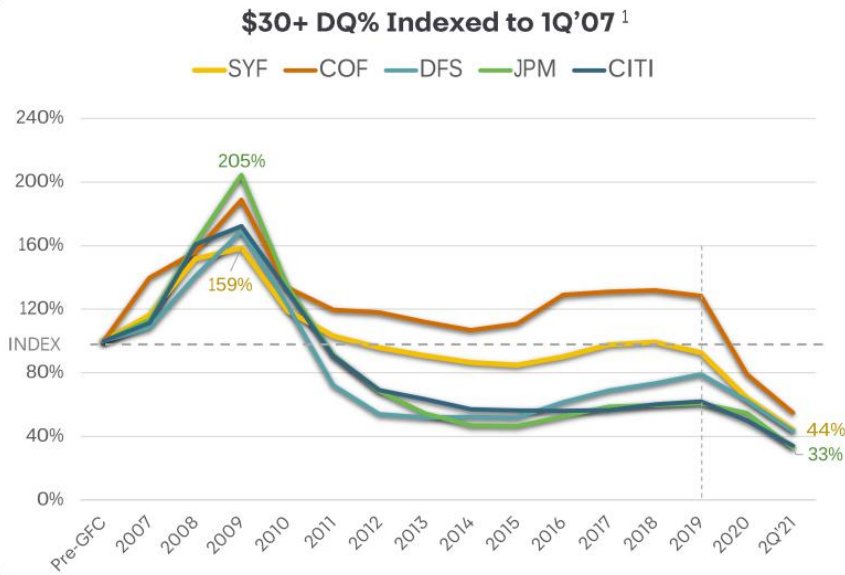
THE POWER OF PRISM



Henry Greig
EVP Chief Credit & Capital
Management Officer

Synchrony Credit Strategy

Delivering Consistent Loss Performance Over Time



- Underwrite to a Risk Adjusted Margin at a Client/Partner level
- Aggregate a “portfolio of portfolios” to drive overall performance
- New PRISM underwriting tools are used to deliver more growth at similar loss rates
- Optimal performance aggregates to a 5.5%-6% net loss rate in a post-pandemic steady state



Synchrony **PRISM**



Synchrony
PRISM

Revolutionizing credit underwriting with a customer-centric approach to streamline customer experiences, proactively reward customers with higher lines, protect customers and drive sales for our partners.



Credit Lines That Meet Customer Needs



Streamlined Customer Experiences

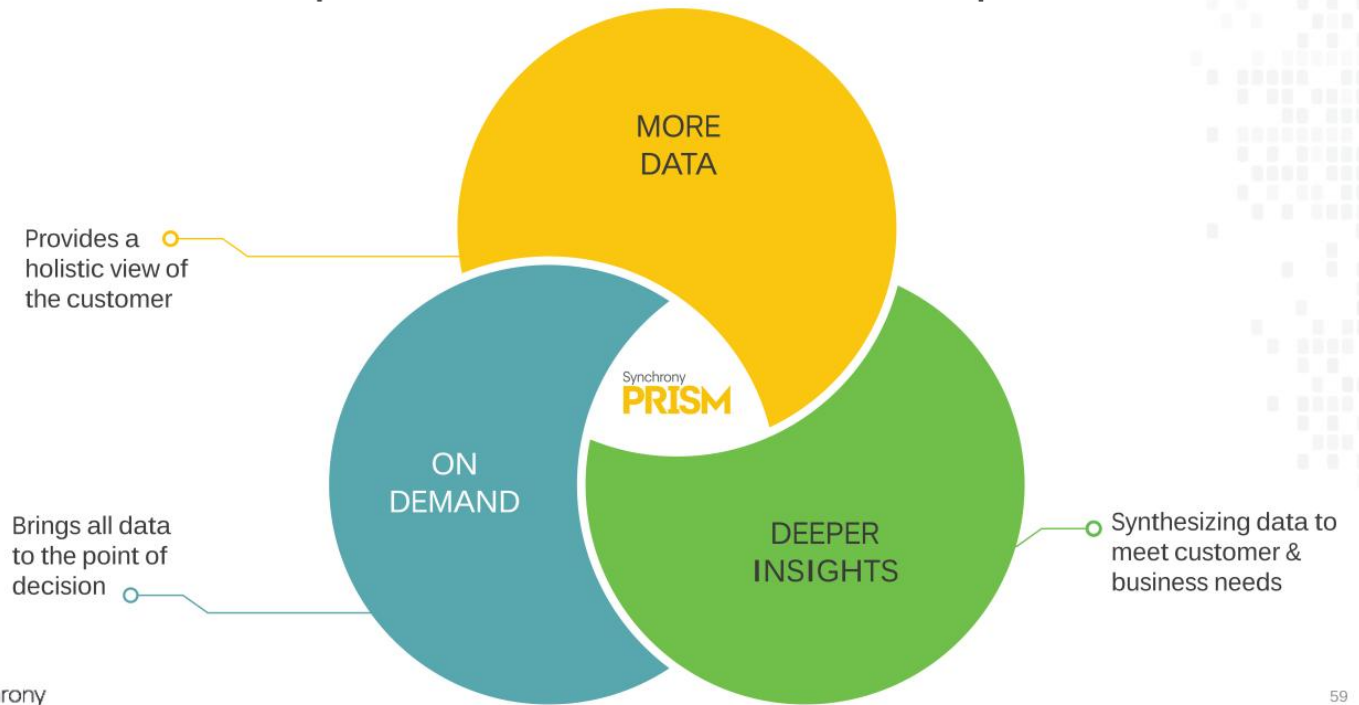


Continuous Learning.
Continuous Enhancements



More Approvals with Higher Sales and Lower Losses for our Partners and our Company

PRISM Empowers a Better Customer Experience



Harnessing Years of Customer Data and Client Relationships

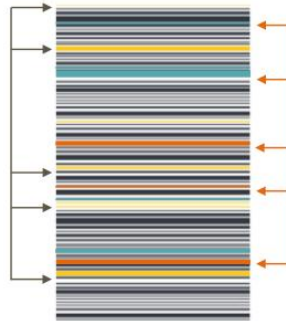
Synchrony Data

- 100MM+¹ customers and billions of transactions
- Multiple accounts and touchpoints

Core Bureau Trended Data

- Payment/Delinquency History
- Inquiries/Time on File
- Revolving Balances/Lines

PERSONAL PROFILES



REAL-TIME DEPLOY
OF CREDIT DECISIONS

Client Specific Data

- Highlights customer engagement (i.e., frequency, spend)
- Proprietary at the Client level

Alternative Data

- Utility Data
- Digital Footprint/Identity
- Income Assets/Cash Flow
- Payday Loan

More Sources of Data Added Every Day

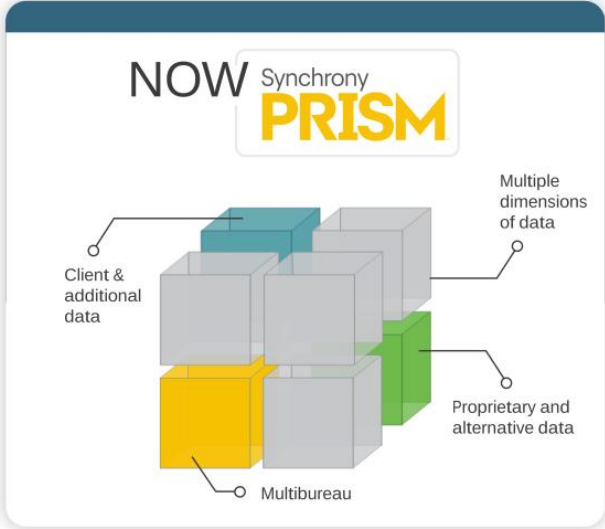
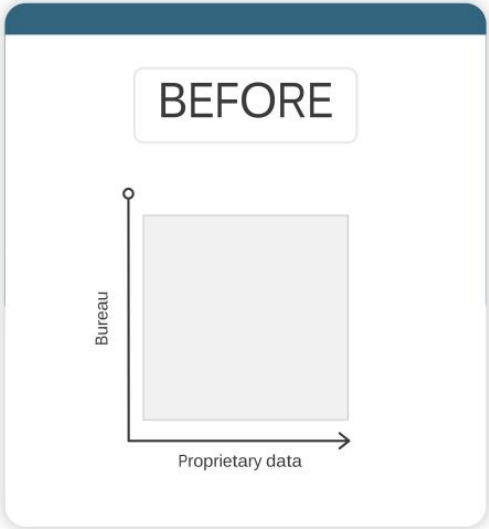
Innovative Technology Enables Data to be Leveraged for Millions of Customers Across Multiple Channels



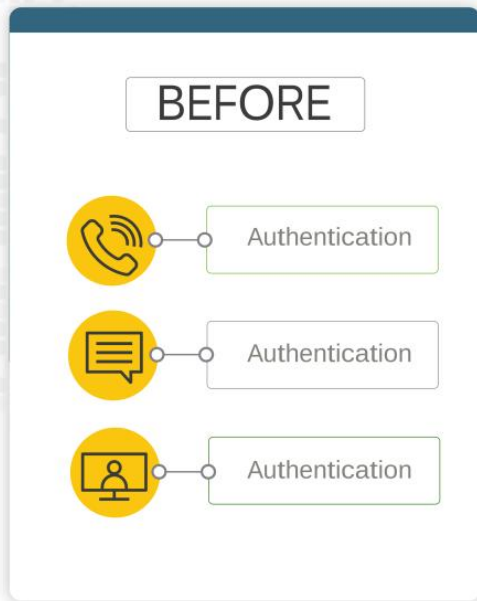
Distilling Massive Amounts of Data Down to Critical Customer Behavior



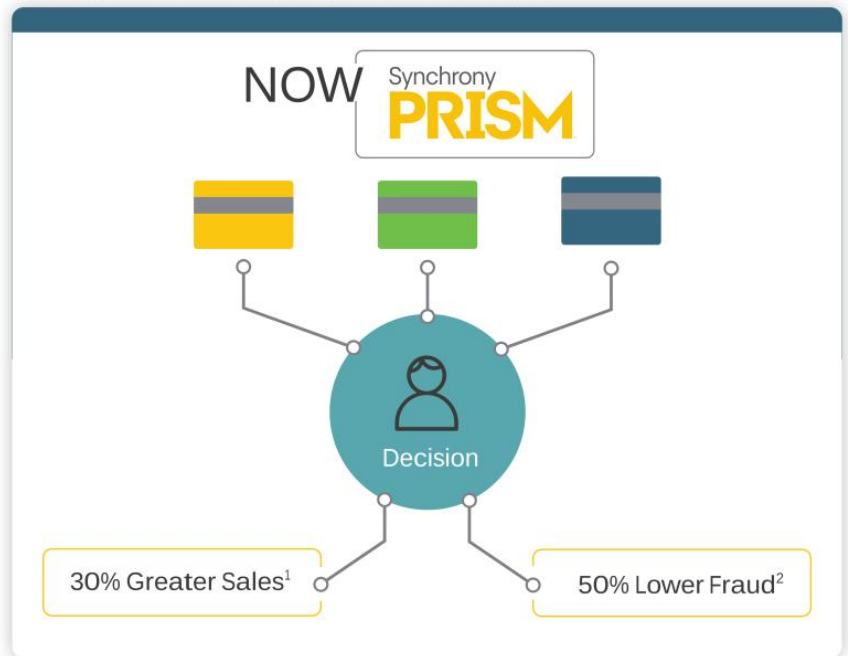
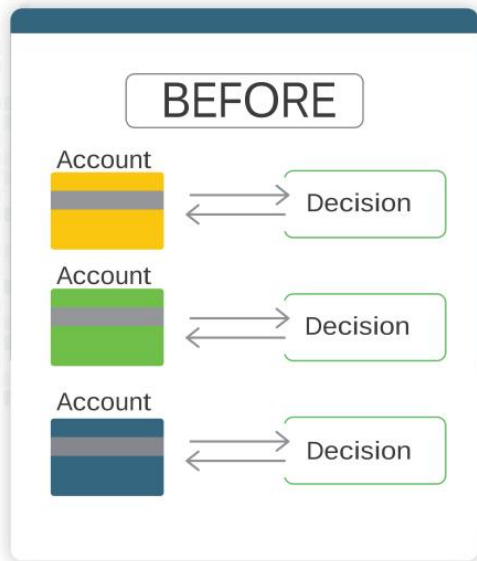
Underwriting Evolution Has Increased Approval Rates by ~15%¹ for a Similar Level of Risk



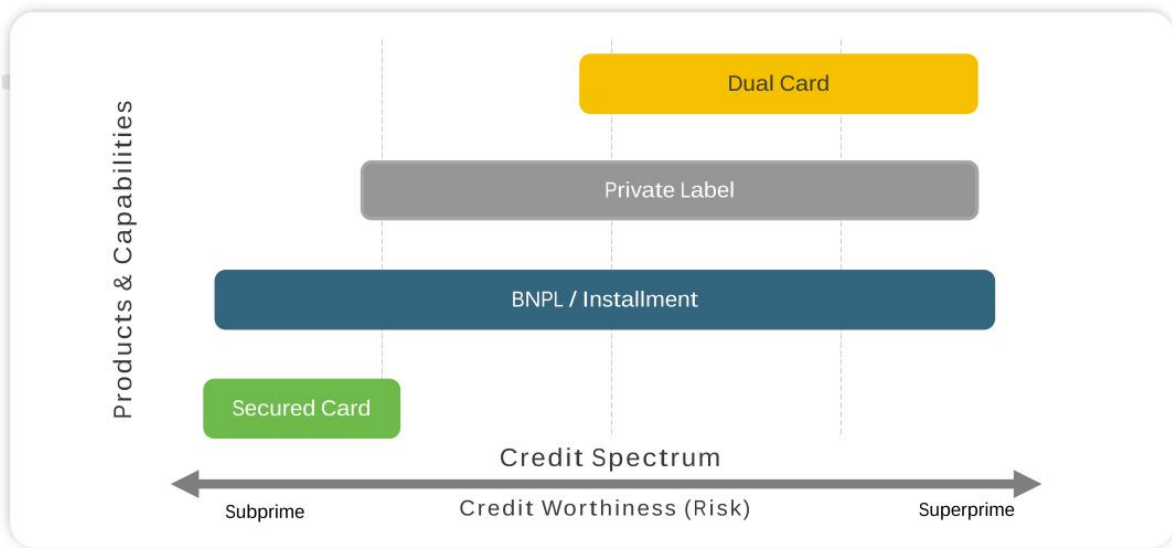
Centralized Authentication Process **Drives ...**



Holistic Customer Management Yields Incremental Sales with Lower Risk



Underwriting is Tailored to the Product and the Customer





Utilizing a customer-centric approach to underwriting to create a more dynamic and holistic view of our customer

Leveraging a broad spectrum of data to yield powerful, proprietary insights and enable greater predictive precision

PRISM powers better outcomes for our partners & customers enabling greater growth without incremental risk


HEALTH & WELLNESS PLATFORM



Beto Casellas
EVP & CEO Health & Wellness

Synchrony's **Health & Wellness Platform** provides comprehensive healthcare financing and payment solutions, through a network of providers and partners, for those seeking health and wellness care for themselves, their families and their pets.





Leading Healthcare
and Pet Care Financing
Provider with Scale
and Expertise



Results as of FY2020

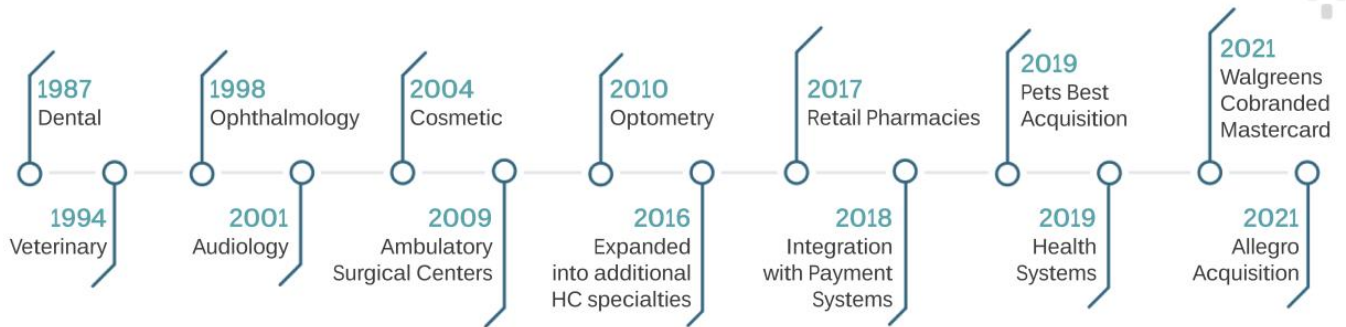
Purchase volume **\$10.0** Billion

EOP loan receivables **\$9.6** Billion

Interest and fees **\$2.3** Billion

Avg. active accounts **6.0** Million

Proven History of Strength and Experience



30+ YEARS EXPERIENCE
in patient healthcare financing



\$110B+ FINANCED
in care since inception



15+ YEARS EXPERIENCE
in pet health insurance





Flexible Financing Solutions Support Leading Brands


Partners

Healthcare	  
Pet	  
Wellness	

Products







Expansive Network Powers Growth for Providers



~250,000

PROVIDER LOCATIONS

75%+ penetration in the
Dentistry, Vet and
Ophthalmology markets¹



>45

**NUMBER OF
SPECIALTIES**

expanded into 33 new
specialties since 2014



11+ million

OPEN ACCOUNTS

up 35% from 1Q'14



Network Effect

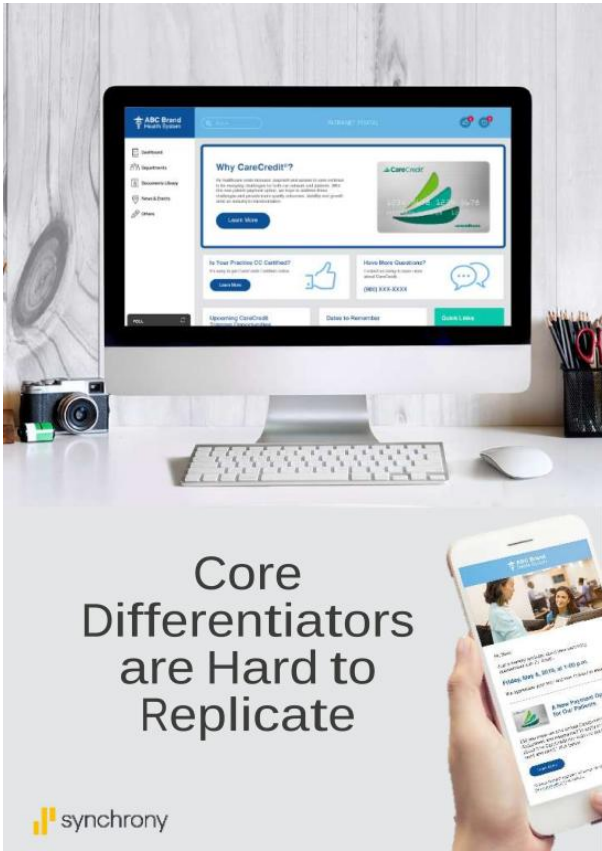
~60%

REPEAT SALES²
compared to ~47% in 2Q'14

OF WHICH

>80%

CROSS PROVIDER²
as compared to sales from
originating provider office



Core
Differentiators
are Hard to
Replicate



ROBUST NATIONAL PROVIDER NETWORK

- Hundreds of new locations added each month
- 1.5MM+ hits/month on provider locator, serves as a new patient pipeline¹

EASE OF USE

- Dedicated account management and servicing
- Convenient mobile app
- 98% of cardholders say CareCredit meets or exceeds their expectations²

DEEP HEALTHCARE AND PET EXPERTISE

- Well-regarded brands and products
- Long-standing relationships with 110+ professional associations drive enrollments

Innovative Solutions Simplify Applications and Payments



The Little Curby Pocket Pal is a pocket-size guide for quick reference. QR sticker on back for quick access.

Custom Link sheet explains the benefits, how it works and step-by-step instructions to create links for the practice



Veterinary example



Curbside Digital Guide for the consumer and a simple prequalification and mobile transaction experience

Delivering Tangible Value to Partners¹



Trusted industry partner for patient financing

3 out of 4

CareCredit providers state they are likely to recommend CareCredit to patients



Increase patient access to the care they want and need

73%

of providers cite "CareCredit helps patients move forward with treatment" as a key benefit



Accelerate cash flow with payment in two business days

72%

of providers cite "CareCredit helps us collect payments faster" as a key benefit



Realize more revenue per encounter with payment options patients want & need

60%

of providers in CareCredit's network indicate increased practice revenue since accepting CareCredit

Delivering Seamless Patient Financial Experiences



Prepare for care with flexible financing options



Help ensure "how to pay" doesn't get in the way of the care you need



Fit care into a monthly budget and reuse for future healthcare needs

~47%¹

of cardholders say they would have **postponed or decreased their procedure's scope** if CareCredit was not available

77 NPS¹

CareCredit is a proven leader among many other best-in-class brands

Considerable Growth Opportunity

Market Overview

~\$405B

Health OOP Expenditures

~\$100B

Pet Expenditures

~\$200B

Wellness Expenditures



Core Growth

Continue to unlock growth opportunities in Dental, Veterinary and Specialty Markets

Simplify customer and provider experience

Enhance consumer directed capabilities

Allegro Credit



Expansion

Enhance product offerings to grow core medical and wellness

Access health systems and practice management systems

More points of access to healthcare services

myWalgreens

Epic



"Vet to Pet"

Continue integration of Pets Best insurance offering capturing payment synergies

Grow presence in pet insurance market

Expand into adjacent pet products, services and retail

Pets Best
PET HEALTH INSURANCE

PetDesk

Epic and MyChart are trademarks of Epic Systems Corporation.



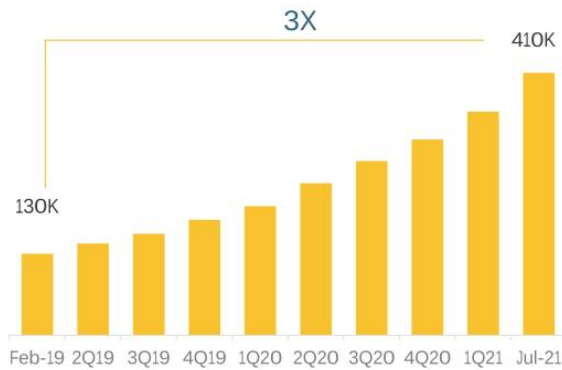
Walgreens Partner Testimonial



Strategic Acquisition Accelerated Entry into the Growing, Attractive Pet Insurance Industry



Opportunity is great and we are positioned well



15+

YEARS INDUSTRY EXPERTISE
Founded in 2005

>400,000

PETS IN FORCE
up over 200% since acquisition of Pets Best

↑66%

FY 2020 GROSS PREMIUMS
compared to the market at 28%¹



**CareCredit
Partner
Testimonial**





A leader in healthcare and pet care financing with well-regarded brands

Broad distribution, significant scale and expertise power compelling outcomes

Considerable opportunities for core growth and expansion through adjacencies

HOME & AUTO PLATFORM



Curtis Howse
EVP & CEO, Home & Auto

Synchrony's **Home & Auto** Platform works with partners to offer flexible financing options to customers, whether they want to realize their dreams or need value and utility to stay on the go





Well-Positioned With Ample Market Penetration Opportunity

~120,000

Home & Auto Merchants/Locations



Results as of FY2020

Purchase volume **\$39.8** Billion

EOP Loan receivables **\$26.5** Billion

Interest and fees **\$4.5** Billion

Avg Active Accounts **18.3** Million

Deep Domain Expertise Drives Value

Value For Partners



Expertise across range of partners and merchants
Data & Analytics drive loyalty, repeat sales & cross shop
Seamless dealer / merchant onboarding

Value For Customers



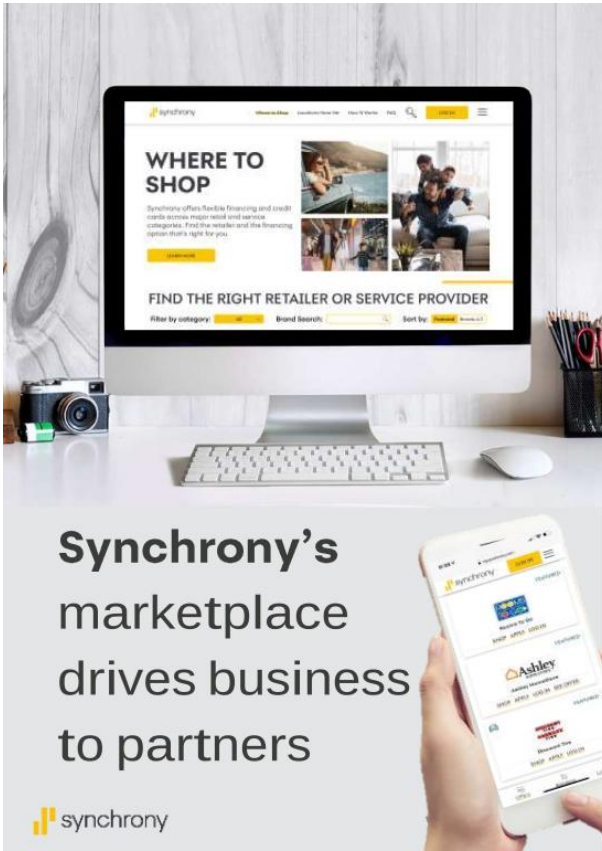
Flexible buying options for wide range of needs
Increased purchasing power and utility
Frictionless customer experience

In business
since
1930s

~60%
Repeat Sales¹

New Merchant
Sign-up²
<30 mins

\$20B
Promotional
Financing³



Synchrony's
marketplace
drives business
to partners



SCALE OF USERS

+180 million visits
to Synchrony's marketplace

MARKETPLACE

+1 million referrals
to Home & Auto partner sites in 2020

CREDIT APPLICATIONS

+240k apps originated
on Synchrony's marketplace



Significant Growth Opportunities

Market Overview

~\$1.9T

Home & Auto

~\$0.6T

Home

~\$1.3T

Auto



Core Growth

Leverage data & analytics to drive increased penetration

Expand our product set & simplify experiences

Support Partner initiatives

MATTRESS FIRM

HAVERTYS
FURNITURE - EST 1885



Networks

Continue to increase Partner engagement and drive into network

Broaden Home & Auto network acceptance

Drive repeat purchase and cross shop behavior



SYNCHRONY CAR CARE



Adjacencies

Add new Partners in relevant Verticals

Expand commercial offerings

Evolve with customer trends including in areas such as smart home, auto insurance, ride share and EV charging



Home Vertical is Well-Diversified with Considerable Runway

30+ years

AVERAGE LENGTH OF RELATIONSHIP
WITH TOP 20 PARTNERS

~60%

OF SALES ARE REPEAT PURCHASES¹

\$35 Billion

CREDIT SALES²

Strong partnerships
across leading brands
in home industry



Diversified spend
across all home
categories



Home Improvement



Furnishing & Decor



Mattress & Bedding



Appliances & Electronics

01

PARTNERS

Home Vertical is Deep and Positioned to Win

Furniture, Décor & Appliances

- Our partners continue to grow and open new stores
- Relationships with buying groups give us access to 1,000s of individual merchants through one channel



L A Z B O Y

Home Improvement

Do It Yourself (DIY) + Do It For Me (DIFM)

- ~2/3rds of home improvement projects are DIY¹
- Financing products empower customers to choose what is best



02

DEALERS,
CONTRACTORS &
ORIGINAL
EQUIPMENT
MANUFACTURERS
(OEMs)

Home Vertical is Deep and Positioned to Win

+50K

Independent Merchants
& Contractors¹

~8,000

Enrolled Across the U.S. in
2020

Strong Shift to Digital in the Do It For Me space as partners adopt Synchrony's digital solutions like direct to device and custom dealer application links – enhancing customer privacy and overall experience

+40%

Increase in
applications across
ALL Digital Channels²

+60%

Increase in
Mobile
applications²

+500bps

Approval rate lift
on D2D
applications³

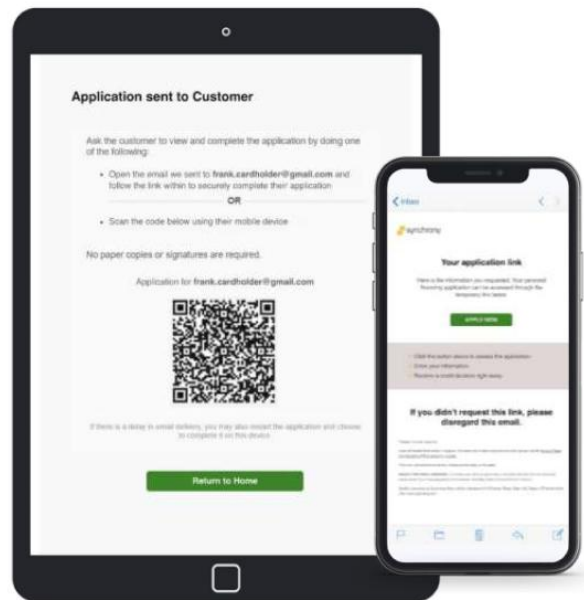
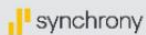
Frictionless Customer Experiences Drive Volume

Here's how it works:

1. Dealers send a secure email link to customers on their device or generate a QR code for customers to scan
2. Customers complete the application securely and privately on their own device

Benefits:

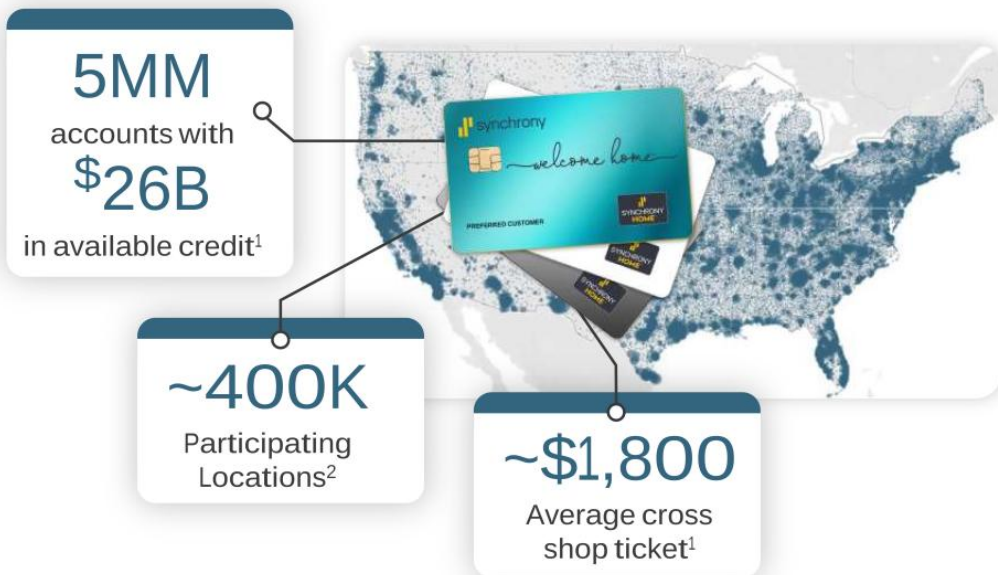
- ✓ Contactless and paperless, completed on customer device
- ✓ Simpler and faster application process
- ✓ Prioritizing customer privacy and security
- ✓ Early Read: incremental \$200 per transaction for those partners using D2D



03

HOME NETWORK

Home Vertical is Deep and Positioned to Win



Leading Provider of Auto Care Financing

14 years

AVERAGE LENGTH OF RELATIONSHIP
WITH TOP 5 PARTNERS

~80%

OF SALES ARE REPEAT PURCHASES¹

\$5 Billion

CREDIT SALES²

Leading provider in
the auto industry



Significant presence in
all major segments of
the auto industry



Oil & Gas



Service



Repair & Parts



Tires

Synchrony Car Care: A Powerful Industry Network

1,000,000+
ACCEPTANCE LOCATIONS¹

40+
CONTRACTUAL PARTNERSHIPS²

6 months
SPECIAL FINANCING ON ALL
PURCHASES \$199 OR MORE³

5MM+
ACCOUNTS WITH
~\$10 BILLION IN AVAILABLE CREDIT²

Synchrony Car Care Partner Locations Enabled through Synchrony processing and settlement

	 		 
 			
50,000+ locations ¹			

Additional Auto-related Retailers Enabled through Discover white-label in defined auto-related Merchant Category Codes

   	   
   	   
 	
250,000+ locations ¹	
700,000+ locations ¹	

Power of the Network





Well-positioned to capitalize on market growth by leveraging our deep domain expertise

Investing to win with partners and customers through a seamless and frictionless experience

Utilizing data, products and capabilities to adapt to a changing world


DIVERSIFIED & VALUE PLATFORM



Tom Quindlen
EVP & CEO Diversified & Value and Lifestyle

Synchrony's **Diversified & Value Platform** helps large retail partners deliver everyday value to consumers shopping for daily needs or important life moments, whether shopping in store or digitally





Reaching Millions of
Customers
and Generating
Significant Volume

Results as of FY2020

Purchase volume **\$38.0** Billion

EOP Loan receivables **\$15.8** Billion

Interest and fees **\$3.5** Billion

Avg. Active Accounts **18.0** Million

Partners are Scaled, Omnichannel Leaders that Drive Frequent Purchases from Loyal Customers


sam's club
27 years


TJX
10 years

JCPenney
21 years


belk
15 years


Fleet Farm
16 years

~\$100B total retailer sales across ~5,000 locations and Digital properties¹

Synchrony products drive 55 million transactions per month with ~25% digital sales²

Producing Compelling Outcomes for Our Partners & Customers

Value For Partners



Deeper consumer loyalty, engagement
Greater customer spend, lifetime value
Economic alignment on profitable growth

Value For Customers



Rewards, savings for everyday needs
Flexible buying options
Frictionless, cross-channel experiences

9
yrs. avg.
tenure/
acct.¹

2x
partner
spend²

\$950MM+
cardholder value/yr.³

57%
of D&V consumers
have 2+ SYF
products⁴

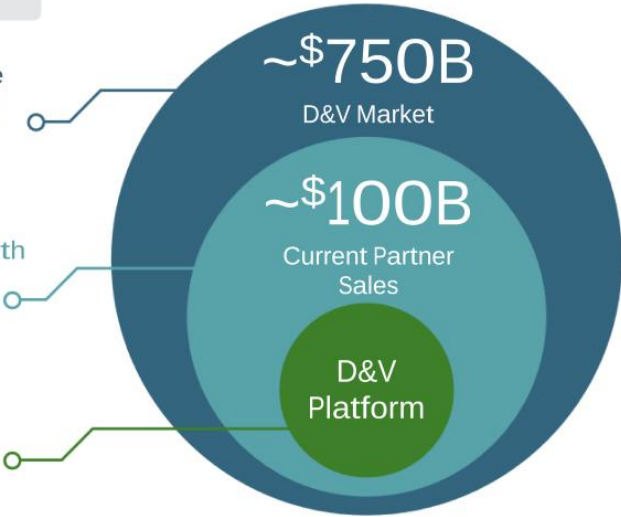
A Leader in a Large Market with Room to Grow

MARKET HIGHLIGHTS

Large partners drive majority of volume with approx. half on credit today¹

Expected stable growth post-Covid, category outperformers

Strong in-partner and world sales



GROWTH DRIVERS

New Clients
Add partners with attractive risk-adjusted returns

World Sales
Supplement in-partner sales with strong value props + loyalty

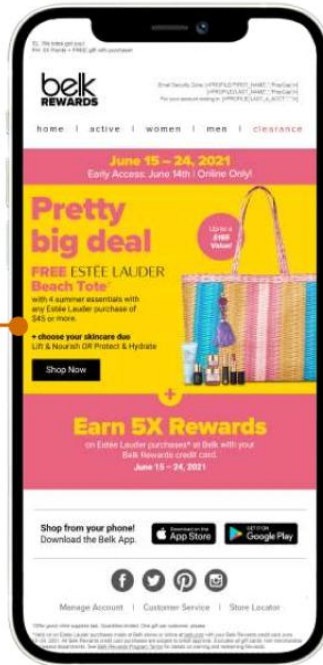
In-Brand Sales
Grow with partners + expand penetration

Partner-Centric Strategy Powering Growth



Every 1% gain in partner sales penetration drives an incremental ~\$1.5B in credit sales¹

Partner-Centric Strategy Powering Growth



PARTNER ALIGNMENT
Credit + loyalty + economics



Dedicated,
integrated client
teams, coordinated
campaigns

Partner-Centric Strategy Powering Growth

STRONG VALUE PROPS
Top of wallet value, rewards

PARTNER ALIGNMENT
Credit + loyalty + economics



Strong in-store rewards
+
Strong in-world rewards

Partner-Centric Strategy Powering Growth

IN-STORE EXPERIENCE
Frictionless in-person shopping

STRONG VALUE PROPS
Top of wallet value, rewards

PARTNER ALIGNMENT
Credit + loyalty + economics



Digital in-store application with in-store mobile devices

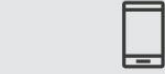
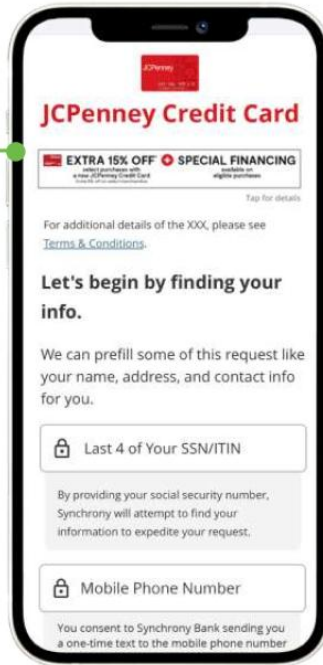
Partner-Centric Strategy Powering Growth

DIGITAL EXPERIENCE
Digital shopping integration

IN-STORE EXPERIENCE
Frictionless in-person shopping

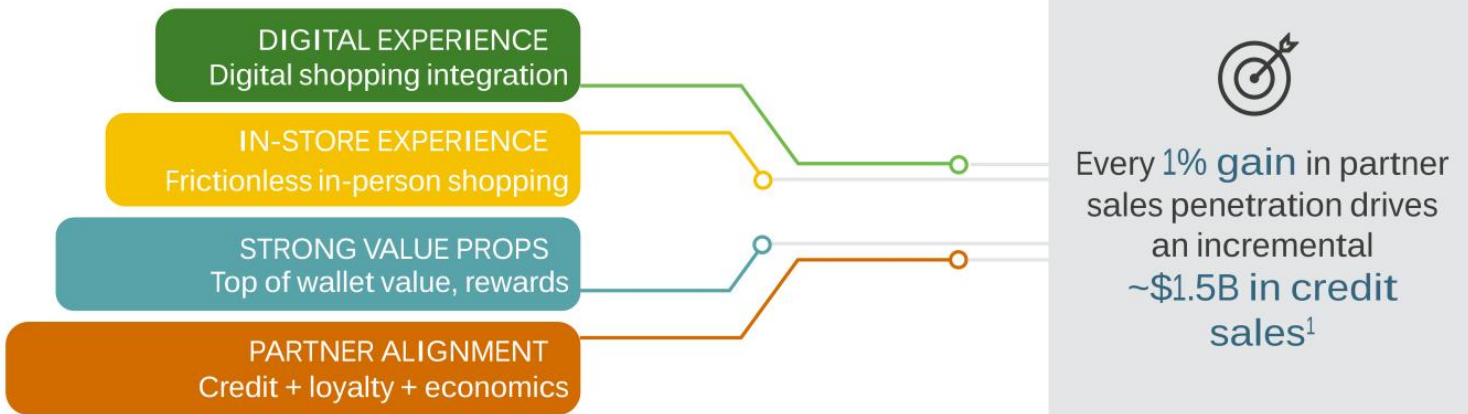
STRONG VALUE PROPS
Top of wallet value, rewards

PARTNER ALIGNMENT
Credit + loyalty + economics



Apply
seamlessly
from your device
online or in store

Partner-Centric Strategy Powering Growth



Creating Digital Experiences that Drive Loyalty

TJX Digital Certificates driving greater in-store engagement

Use card in store



Use card in world



Get rewarded faster

Accessible through TJX app, email and TJX website



Use certificates faster

- ↑ Consumer choice in how she redeems certificates
- ↑ More return trips to TJX stores
- ↓ Time to rewards earn / redemption

“

TJX is the leading off-price apparel and home fashions retailer in the U.S. and worldwide, and I am happy to say that **Synchrony has been a trusted partner** of ours since **2010 ...**

Recently, we have worked with Synchrony to further enhance our **TJX Rewards loyalty** program and delivery of our **digital rewards to cardholders...**

We **work together and engage at all levels of the program**, we share similar company cultures, and we truly see **Synchrony as an extension of the TJX team...**

”

| **Ernie Herrman**

| CEO and President | The TJX Companies, Inc.

Delivering Frictionless In-Person Shopping Experiences

Digital integration




Sam's Club's investment in Scan & Go experience

Synchrony SyPI



Coordinated marketing



Drive Scan & Go usage

Partner & Consumer Value

- ↑ More efficient club trips
- ↑ Better shopping, payment, rewards experience
- ↑ Credit + channel growth alignment



A market leader in scaled retail, with opportunity to enhance penetration

Delivering everyday value and loyal customers, driving greater spend at our partners

Powering top of wallet products and customer experiences to fuel organic growth and partner wins


LIFESTYLE PLATFORM



Tom Quindlen
EVP & CEO Diversified & Value and Lifestyle

Our **Lifestyle Platform** partners with a diverse set of merchants to extend the passion for their brands and products to the customer, offering seamless financing while building a relationship grounded in special experiences across multiple generations.





Strong
Foundation,
Positioned
for Growth



Results as of FY2020

Purchase volume **\$4.9** Billion

EOP loan receivables **\$5.1** Billion

Interest and fees **\$0.7** Billion

Avg. active accounts **2.6** Million

Broad Partner Spectrum Across a Diverse Set of Industries



Everyday lifestyle,
higher frequency...

Up to ~6 purchases in brand
per year per active account



...larger purchases,
special occasions

Average original installment loan
size of ~\$14K, and up to \$100K



Powering Scalable Solutions for Our Partners and Customers

Seamless Integration and best in-class Merchant Service and Solutions

30-minute dealer onboarding process¹



Self-service tech tools

✓ Integrating with major e-commerce platforms

Data & Analytics enables Personalization for partners & dealer base

Through customer outreach, we have found that ~40% of the sales would not have happened if not for our financing options²

Multi-channel engagement for a comprehensive path to purchase

Text to Apply dApply Prescreen
Prequal dBuy
mPOS Direct to Device
Engage Loyalty Premium Products Fraud Detection

Extensive Product set empowers customer choice

On average, Lifestyle consumers hold **2+ Synchrony accounts**

Serving a Large and Fragmented Market

SYNCHRONY LEADS WITH SIMPLICITY

Large, highly fragmented verticals
No single retailer accounts for >4% of sales

Significant portion of sales run on credit
Up to ~75% of industry sales are financed in select verticals²

Differentiating through products, capabilities and services consumers and partners need
Partner of leaders in Music, Apparel, Sporting Goods +



Significant Growth Opportunities



Leveraging Differentiators to Solidify Leadership Position



Speed

Flexibility

Multi-product

Multi-channel

121



**Powering
our Dealer
Relationships**





Deep expertise in national specialty retail, serving iconic retailers

Leveraging powerful network effect enabled by broad reach across manufacturers and dealers

Cutting-edge customer experiences with multi-channel, multi-product optionality

DIGITAL PLATFORM



Bart Schaller
EVP & CEO Digital

Synchrony's **Digital Platform** enables our digital-first partners to deepen consumer engagement by embedding **payment solutions, leading value and rewards, and personalized offers** within seamless experiences and extending digital relationships into in-person commerce



Highly Engaged Customers, Partnerships That Span Decades

Long-standing
partners

16 years

Avg. PayPal, eBay, QVC, Amazon

Highly engaged
customers

52 purchases¹

Avg. per active account per year

Results as of FY2020

Purchase
volume

\$35.9 Billion

EOP loan
receivables

\$20.4 Billion

Interest
and fees

\$3.8 Billion

Avg. active
accounts

16.6 Million

Diverse Range of Leading Digital Commerce Brands, Products, and Channels

DIVERSE PARTNERS

Payments



Marketplaces



Digital-first Brands & Merchants



INTEGRATED PRODUCTS

Embedded Payments

Fixed & 0% Promotions

Cross-shop Enabled
PLCC

Equal Pay &
Installments

Cobrands

Virtual Cards/e-Wallets

MULTIPLE CHANNELS

Mobile/Native App

Voice/Telesales

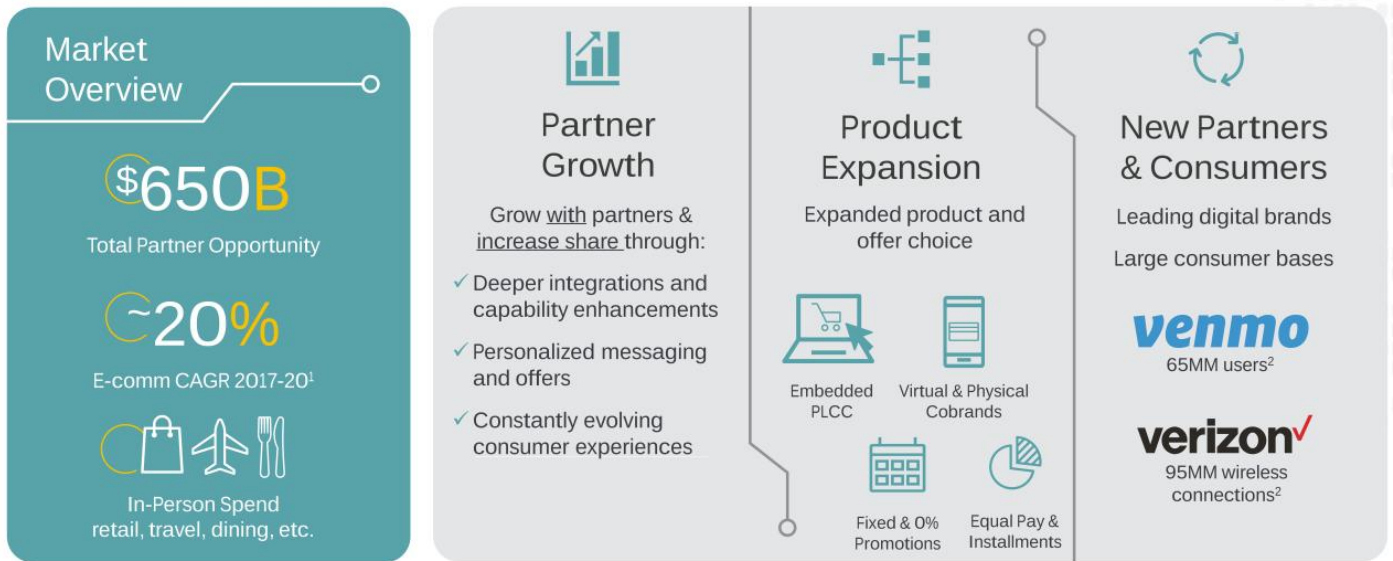
Web

In person/

Live/On-air

Point-of-Sale

Clear Path to Expand Growth



Seamlessly Integrating and Delivering Personalized, Intuitive Experiences

Engage

Personalized engagement and activation



Apply

Intuitive application and provisioning



Use

Dynamic rewards, effortless payments, consumer control



Service

Partner-native servicing

"I want to pay my credit card bill"





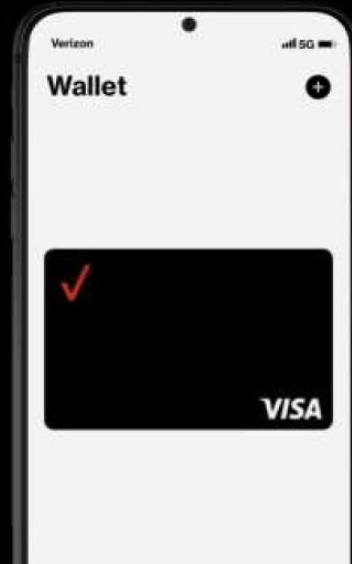
Activate your card.

By phone

Online



**Add it to your
mobile wallet.**

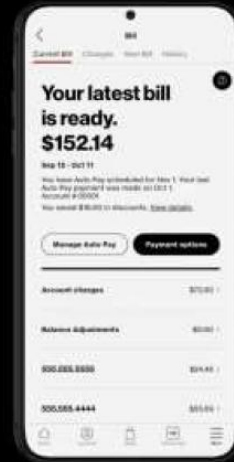


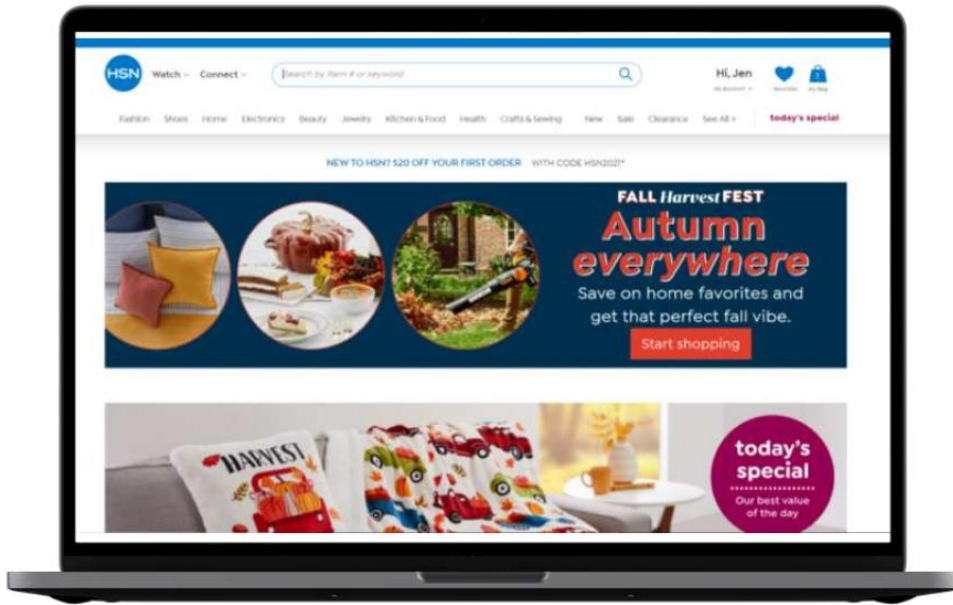


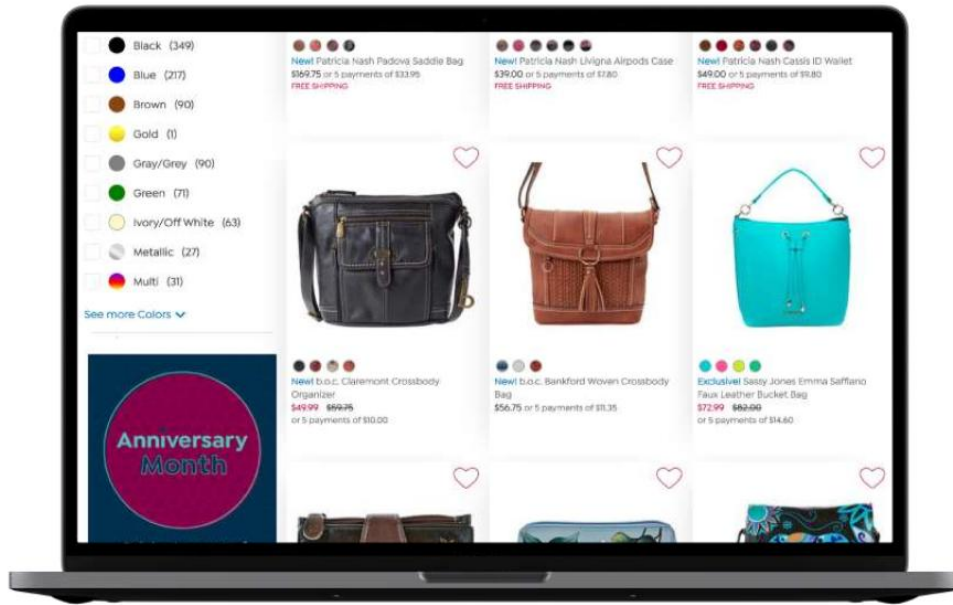
**Sign up for
Verizon's Auto Pay.**

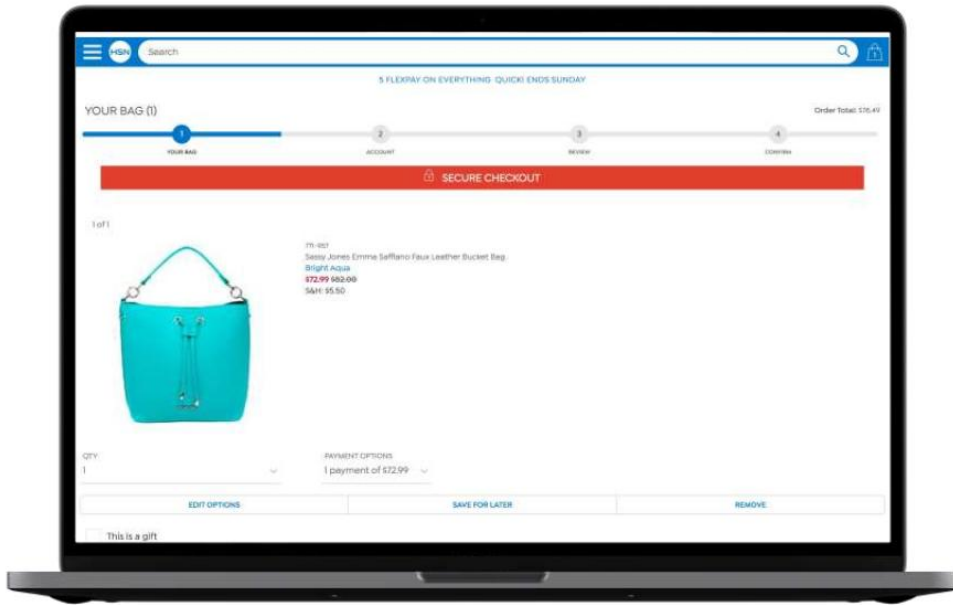
Save up to \$10/month

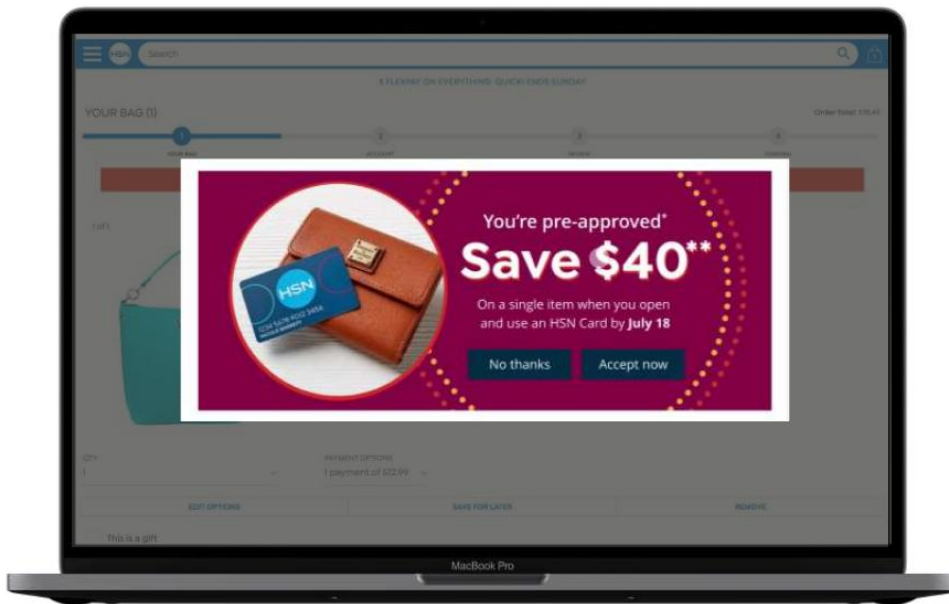
per line or account, up to 10 lines max with select plans.













Get \$40 off a single item*
when you open and use an HSN Card. Limited time only. Exclusions apply.
Tap for details

Please read our Terms & Conditions before proceeding.

Make sure everything is correct

Full Name JENNIFER JOHNSON
Address 120 JORDAN AVE.
BLOOMINGTON, IL 61701
Email Address jennifer.johnson@gmail.com

Electronic Billing Statement Delivery
An email will be sent to the above address notifying you when your electronic billing statement is available online.

[Edit Information](#)



Hooray, you're an HSN Card VIP!

Please see below for your coupon code

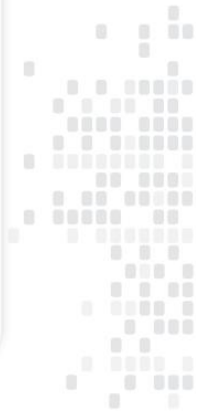
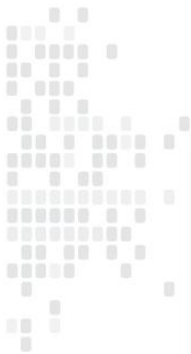
[Tap for details](#)

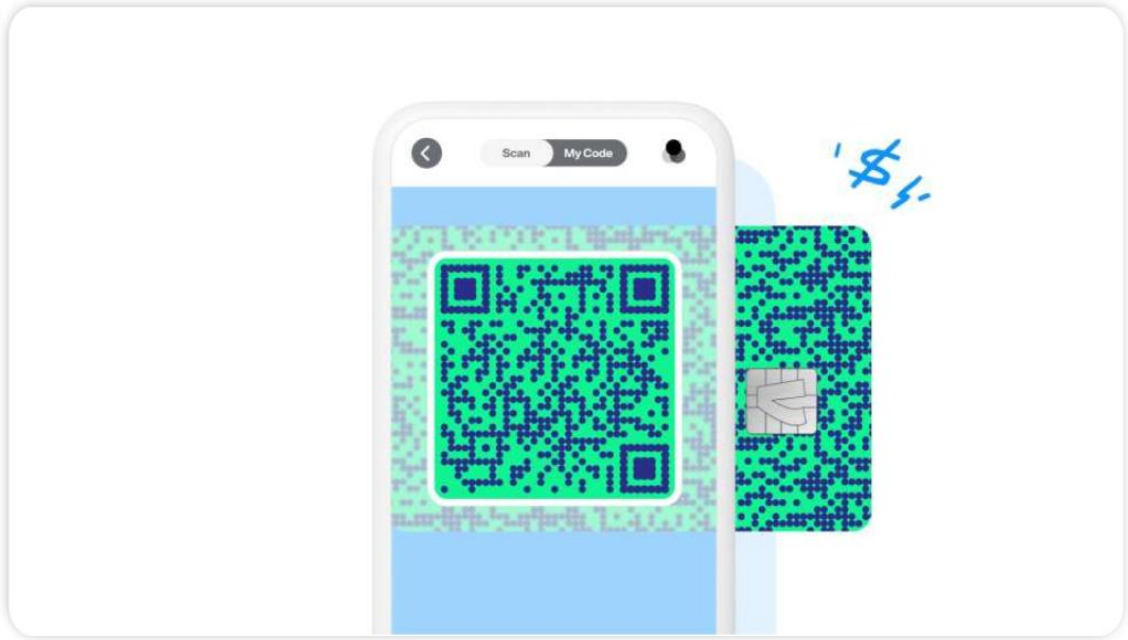
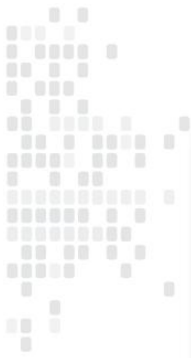
**Congratulations,
Jennifer Johnson!**

Your application has been
approved for the HSN credit card!



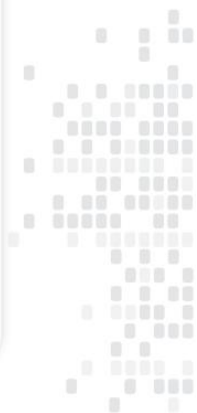
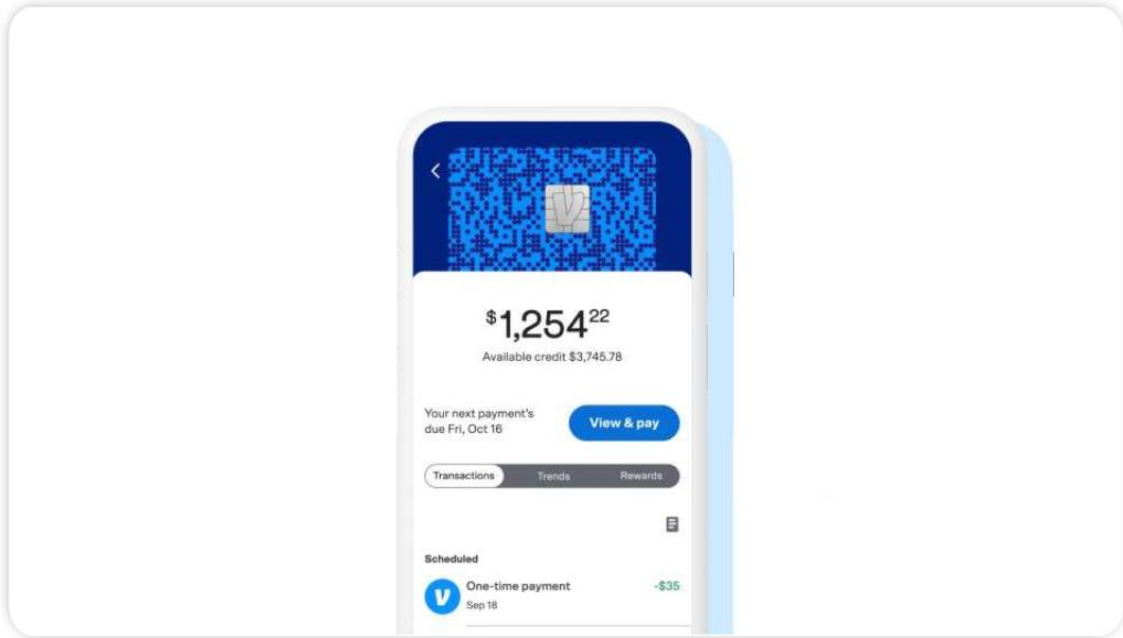
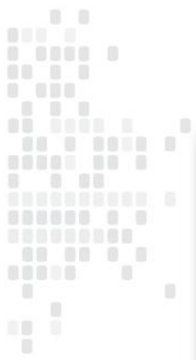
Temporary Account Number
1234555599999999







With custom cash back



“I want to pay my credit card bill”



Seamlessly Integrating and Delivering Personalized, Intuitive Experiences

Engage

Personalized engagement and activation



Apply

Intuitive application and provisioning



Use

Dynamic rewards, effortless payments, consumer control



Service

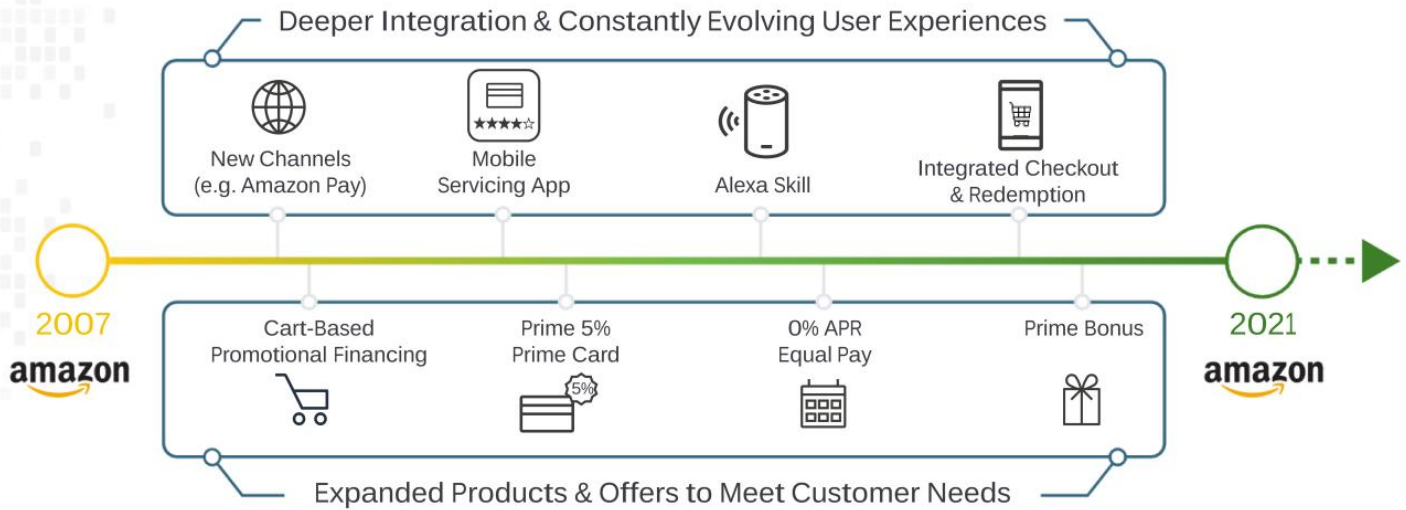
Partner-native servicing

"I want to pay my credit card bill"

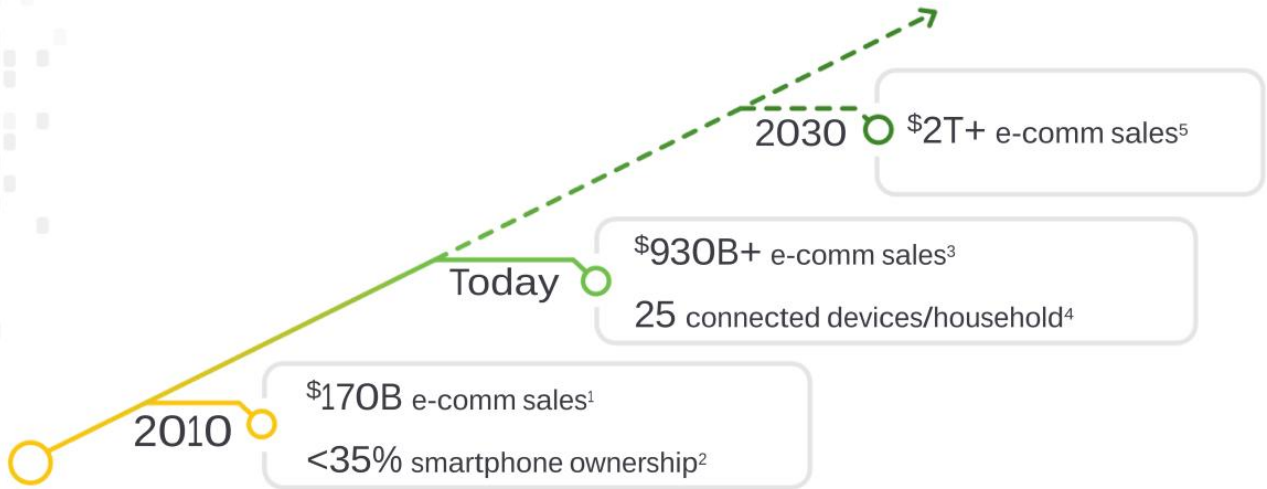


Embedded within digital partner environments,
leveraging core Synchrony tech stack

Evolving with Our Partners to Meet Changing Customer Expectations



Digital Commerce Will Continue to Grow ...



... and our Platform is Well-Positioned for the Future



Developing seamless and intuitive integrations within complex digital partner environments

Leveraging data to deliver real-time, personalized offers, experiences and decisions

Innovating and collaborating with partners to meet evolving customer and business needs

POWERFUL FINANCIAL PERFORMANCE

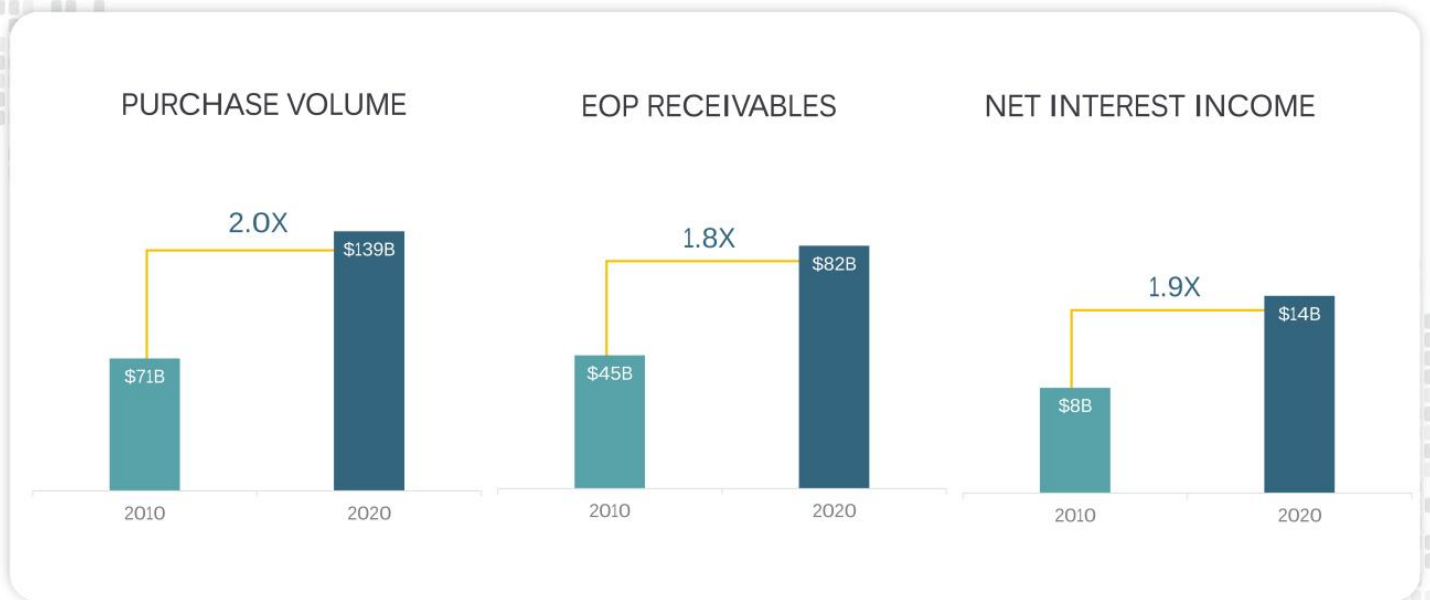


Brian Wenzel Sr.
EVP & Chief Financial Officer

Differentiated Business Model Enables Strong Financial Fundamentals ...

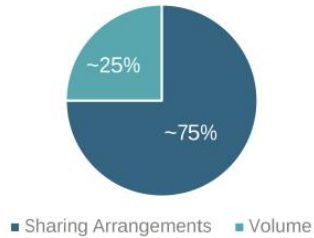


Achieved Significant Growth in the Last Decade ...



Retailer Share Agreements (RSAs) Designed to Align Growth & Profitability

RSA Payout Types



Primary — Sharing Arrangements ensure profitability focus

Secondary — Volume drives our focus on growth

General RSA Components¹



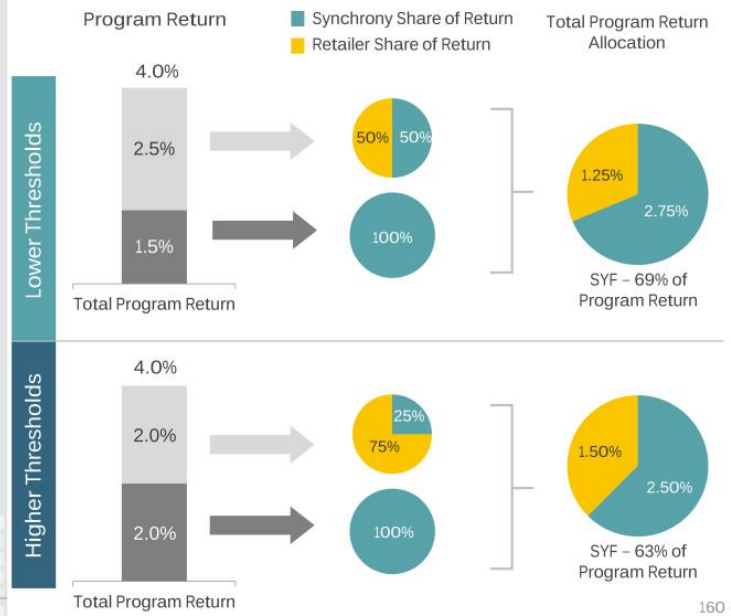
- Aligns interests of the parties
- Leads to stronger and long-lasting relationships
- Designed to provide upside participation for partners, and provide downside protection to SYF

Total RSA is a factor of Growth and Financial Performance

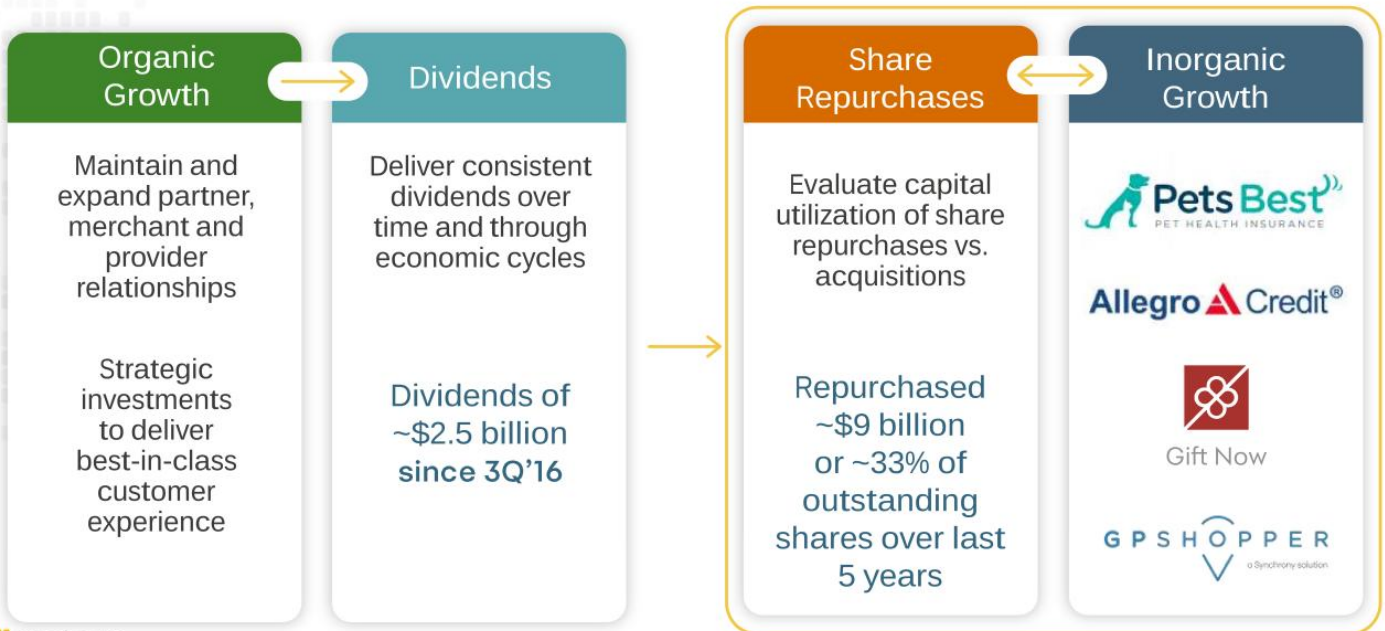
The Fundamental RSA Construct Remains Intact

- RSAs vary based on program
- Designed to achieve approximately same ROA, risk dependent
- Hurdle rates and sharing percentages dependent upon retailer risk tolerance
- Two key factors in RSA movement
 - Growth in average assets applied for the hurdle
 - Underlying financial performance (Yield & NCOs)

Retailer Share Agreement Variations



Executing a Disciplined Capital Allocation Strategy





End Notes

DATA & PRODUCTS POWERING GROWTH

Significant Customer Scale

1) Cardholder data as of 4Q'20; Average Active Accounts as of 2Q'21. Rankings sourced from Argus and Synchrony Internal analysis

Leveraging Our Network Effect to Drive Sales to Our Partners

1) Synchrony networks are: CareCredit (Health & Wellness Platform); HOME (Home and Auto Platform); and Car Care (Home and Auto Platform).
2) BNPL data sourced from "Buy now, pay later: Five business models to compete", McKinsey July 29, 2021. Synchrony data based on 2021 monthly sales data.

Data Sharing Ecosystem Drives Growth and Expands Access Across Our Partner Network

1) Excludes Health & Wellness Platform.

Optimizing the Customer's Product Journey to Drive Lifetime Value

1) Estimated value based upon performance tracking from upgrade targeting campaigns utilizing Synchrony-built proprietary models.

Comprehensive Product Coverage

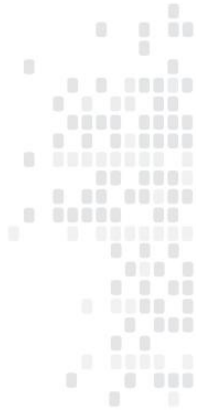
1) "Installments" includes both closed end installment products and equal payment promos on revolving products, but excludes home, auto and personal loans.
Source: competitor press releases, websites and marketing materials.

Deeper Dive: Synchrony BNPL and Installment Products

- 1) Installments include equal pay no interest promos.
- 2) Number of open and purchase eligible accounts with installment product capability access available as of June 2021.

Product Suite Drives More Customers and Revenue at a Lower Cost to partners than BNPL

1) Ratios based upon Synchrony internal analysis. Synchrony cost to partner estimated based on short-term PLCC promos. "BNPL providers" represent average statistics across three Pure-Play BNPL issuers - AfterPay, Quadpay and Sezzle, sourced from public company filings and press releases.





End Notes

DIVERSIFIED & VALUE PLATFORM

Partners are Scaled, Omnichannel Leaders that Drive Frequent Purchases from Loyal Customers

- 1) US data, per latest available public filings
- 2) Digital sales percentage for six months ended December 31, 2020

Producing Compelling Outcomes for Our Partners & Customers

- 1) Per active account, platform average, June 2021
- 2) Average cardholder vs. non-cardholder/non-loyalty consumer, representative portfolios
- 3) Estimated value of rewards and other discounts earned by cardholders annually
- 4) As of June 2021

A Leader in a Large Market with Room to Grow

- 1) Based upon Synchrony internal analysis

Partner-Centric Strategy Powering Growth

- 1) Internal estimate based on transactional data; includes in-partner and world sales







End Notes

POWERFUL FINANCIAL PERFORMANCE

... and Powers Our Strong Foundation

- 1) Based on average new accounts per year from 2014-2020
- 2) Based on average life of account for total open accounts as of July 2021

Partner Model Powers Low-Cost, High Value Accounts ...

- 1) Based on Synchrony internal analysis, representative of large retail partner. Costs to acquire excludes offer/rewards costs.
- 2) Source: Argus
- 3) Lifetime value representative of large retail partner account and is based on a vintage 10-year estimate of Net Finance Charges + Net Late Fees + Interchange - Loyalty Cost - Net Losses.

Delivering Consistent Loss Performance Over Time

- 1) Peer delinquency information represents applicable U.S. Credit Card business units, sourced from company public filings.

Effectively Managing Our Portfolio Through the Pandemic

- 1) Data is based on VantageScore credit scores available for our customers in each period, weighted by balance, as a % of period-end receivables. There are certain customer accounts for which a VantageScore credit score is not available where we use alternative sources to assess their credit and predict behavior. Scores >651 classified as "High," 650-591 classified as "Medium," <590 classified as "Low."

Retailer Share Agreements (RSAs) Designed to Align Growth & Profitability

- 1) Each Retailer Share Agreement is different. Levels and payouts vary, but in general these metrics are used in program calculations.

Operate with a Very Strong Balance Sheet

- 1) See footnote on slide for non-GAAP metric
- 2) Data prior to 2019 is based on FICO scores available for our customers in each period, weighted by balance, as a % of period-end receivables. If FICO score was not available, credit bureau-based scores were mapped to a FICO equivalent. If neither score was available, the account was excluded. Scores >661 classified as "High", 660-601 classified as "Medium," <600 classified as "Low"
- 3) 2019 and 2Q21 data are based on VantageScore credit scores available for our customers in each period, weighted by balance, as a % of period-end receivables. There are certain customer accounts for which a VantageScore credit score is not available where we use alternative sources to assess their credit and predict behavior. If neither score was available, the account was excluded. Scores >651 classified as "High," 650-591 classified as "Medium", <590 classified as "Low"

Funding Model and Capital Position Provide a Competitive Advantage

- 1) CET1 at 2Q'21 reflects election to delay an estimate of CECL's effect on regulatory capital for two years in accordance with the interim final rule issued by U.S. banking agencies in March 2020, 2Q'16, and 2019 based on BASEL III fully phased-in methodology, prior to CECL implementation.
- 2) Cost of funds are for years ended December 31, 2016 and 2019, and three months ended June 30, 2021





