



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

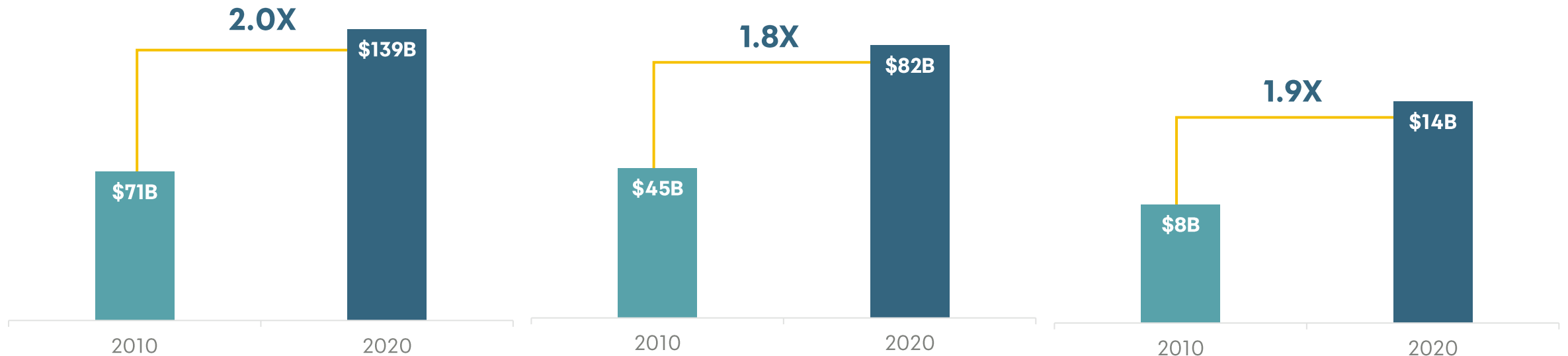
HARBOR FREIGHT
QUALITY TOOLS LOWEST PRICES

... and Achieved Significant Growth ...

PURCHASE VOLUME

EOP RECEIVABLES

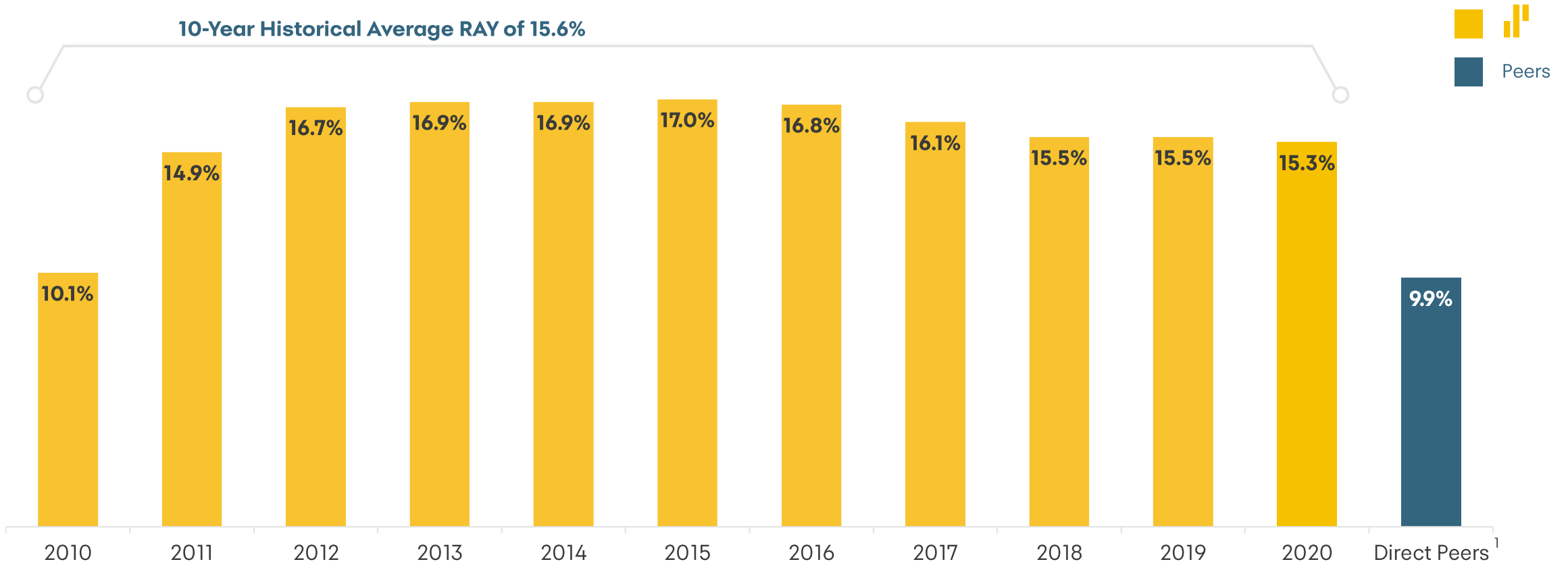
NET INTEREST INCOME



... at Attractive Risk-Adjusted Returns

RISK-ADJUSTED YIELD (RAY)

10-Year Historical Average RAY of 15.6%



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

**Established
Ourselves as a
Leading
Franchise with
Significant
Breadth and
Depth**

WHILE BUILDING AN INNOVATIVE TECH CULTURE

~\$5B

Digital & Technology
Investments since IPO

~200

Agile Build Teams

29

U.S. Patents

... 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

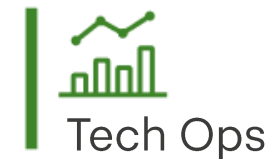


Platforms are Aligned to Power Growth

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

ENGAGE



APPLY



USE



SERVICE

Multi-product Suite

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

Growth Adjacencies



PET INSURANCE



HEALTH SYSTEMS



GIFTNOW



SYNCHRONY
NETWORKS
& MARKETPLACE



Digital
Bank

synchro

HIGH YIELD SAVINGS

CD

IRA

MONEY MARKET



Experience
& Trust



Customer
Choice



Purchasing
Power



Frictionless,
Digital CX



Value Prop

PayPal Partner Testimonial

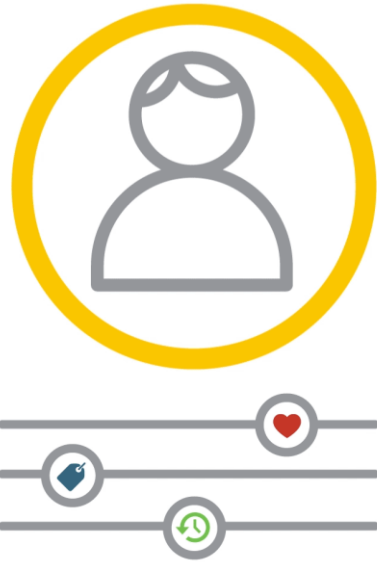
Play Video 



Leading Financial Ecosystem of Products & Capabilities

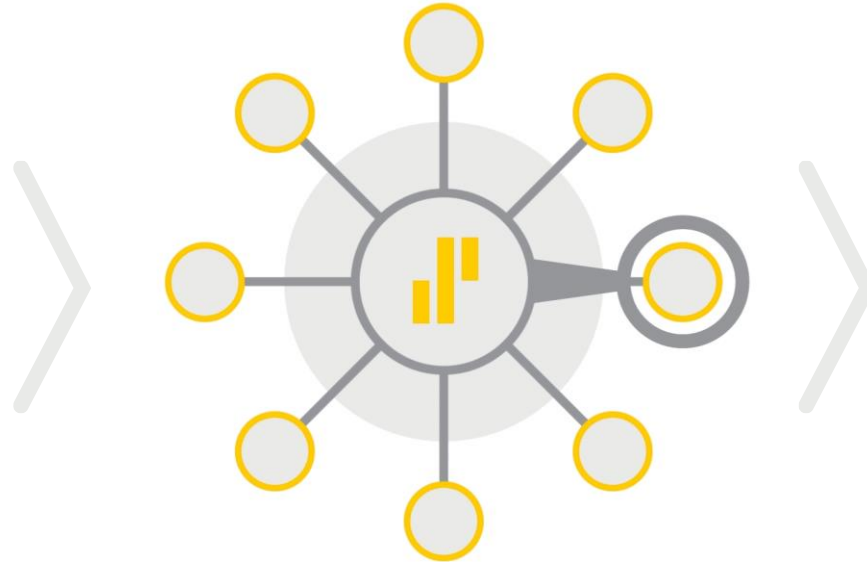


Enabling Partner and Customer Choice



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



fiserv.

Charge After



Prove

dynamic yield

clover

LiveRamp

genesis
credit

FORTIVATM
RETAIL CREDIT

DISCOVER

ACQUISITIONS

LOOP[®]
COMMERCE

GPSHOPPER
a Synchrony solution

Allegro Credit[®]

Pets Best[™]
PET HEALTH INSURANCE

Solidifying Our Position as a Leading Financial Ecosystem

STRONG FOUNDATION

Broad & Deep
Partnerships

Large
Customer Base

Proprietary Data
& Advanced
Analytics

Dynamic
Digital Platform

Unique
Industry Expertise
& Insights

Customized
Suite of Products
& Services

Compelling Value
Propositions

Mutually Aligned
Outcomes

OUR STRATEGY

Grow & Win
New Partners

Diversify
our Programs,
Products & Markets

Deliver
Best-in-Class
Customer Experiences

WE DELIVER

Sustainable
Growth

Attractive
Risk-Adjusted
Returns



**DRIVING VALUE
FOR OUR
STAKEHOLDERS**

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



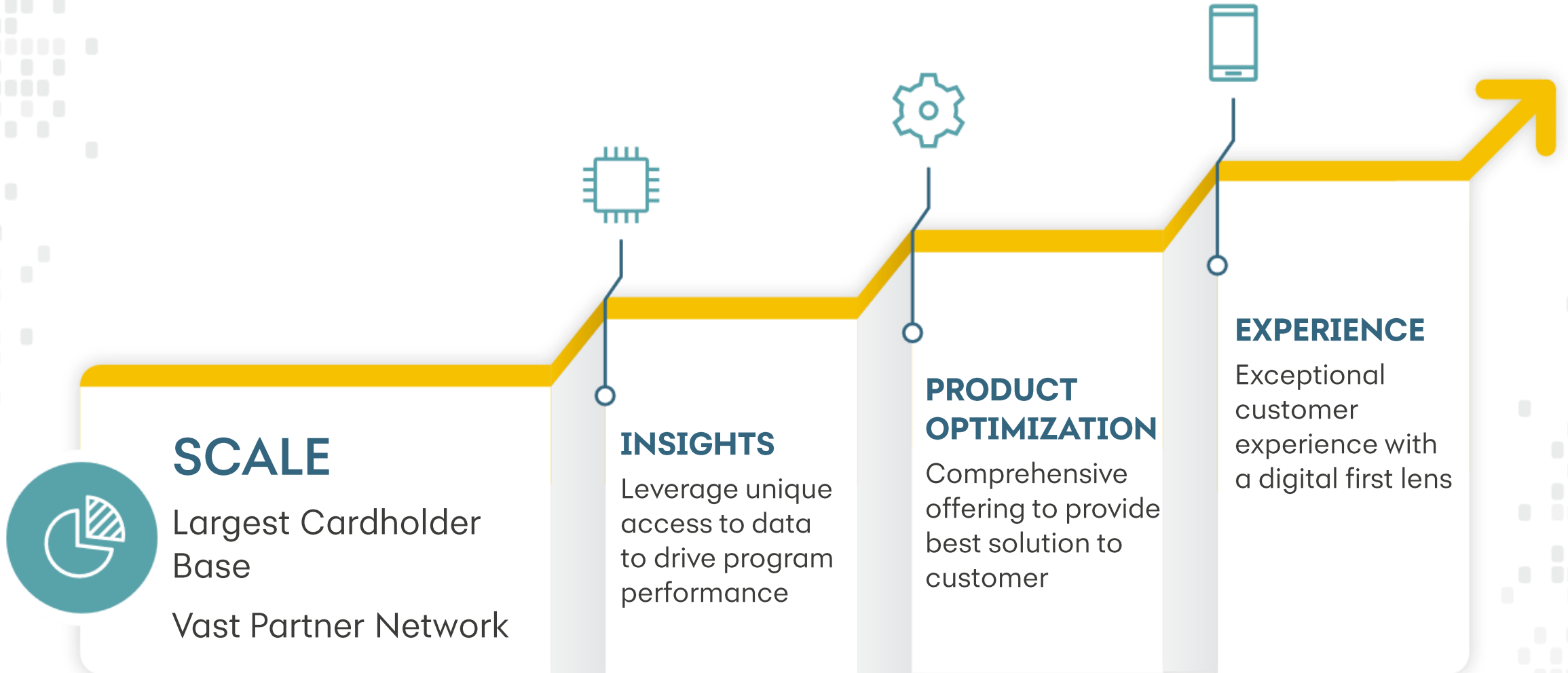
Capital
Generation

DATA & PRODUCTS POWERING GROWTH

Mike Bopp
EVP & Chief Growth Officer



Synchrony is Well-Positioned for Growth

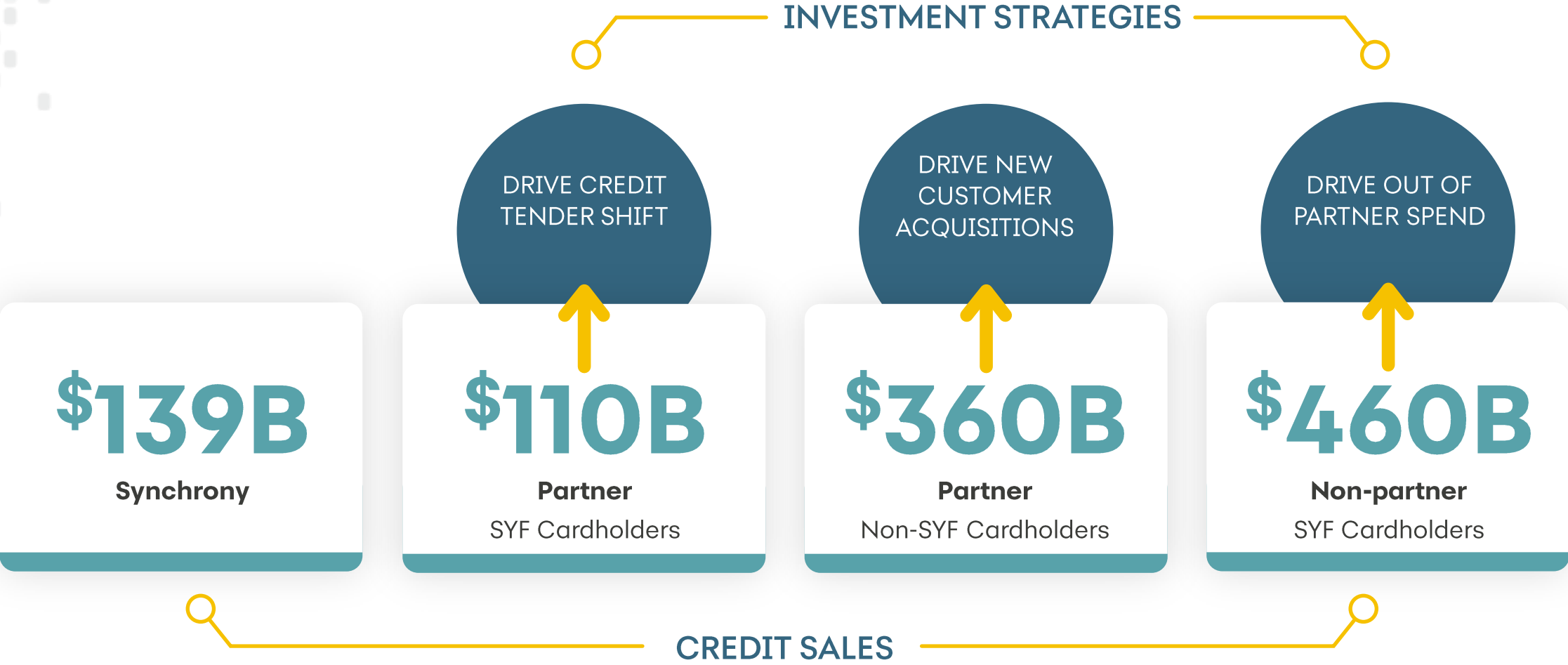


Significant Customer Scale



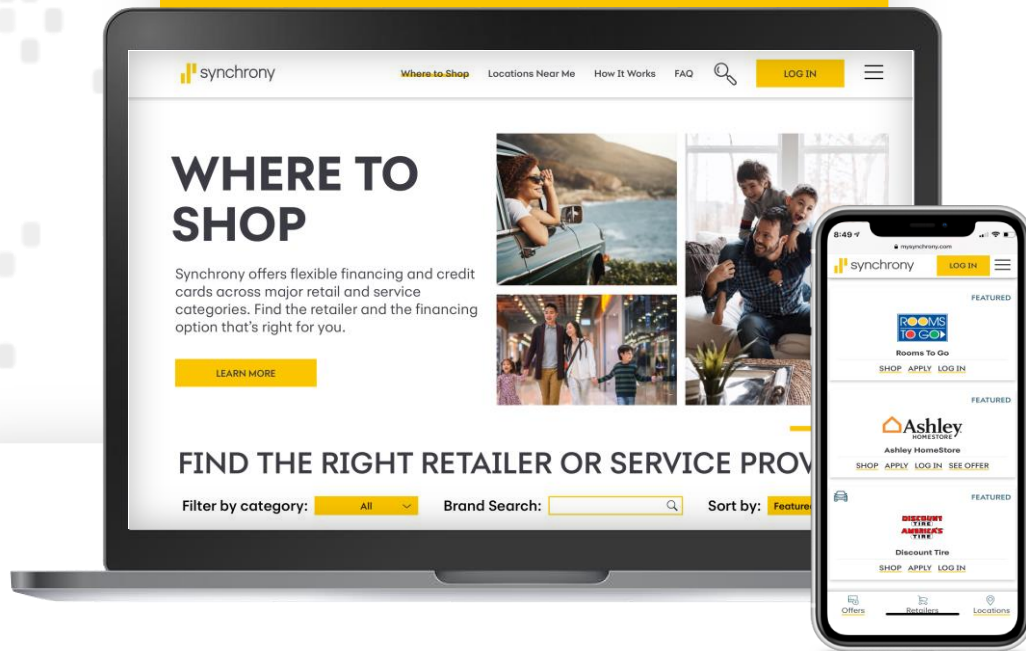
Among top U.S. consumer credit card issuers

Deep and Broad Opportunity to Gain Market Share



Customer Scale is Activated Through Our Partner Marketplaces

MYSYNCHRONY



180MM

visits

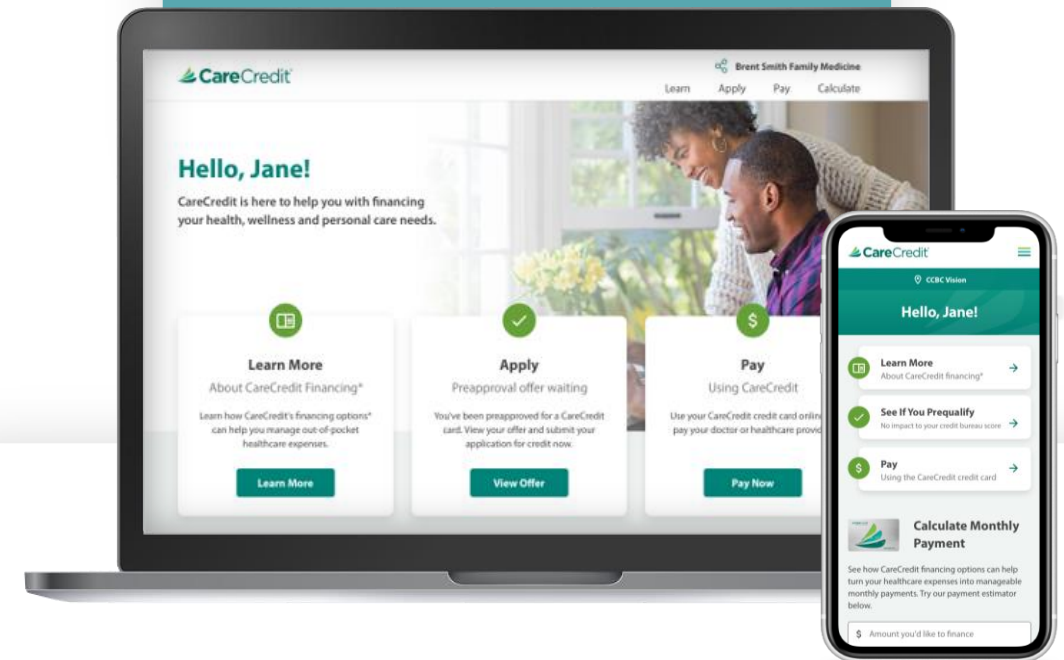
118K

partner locations

1MM

referrals

CARECREDIT



100MM

visits

250K

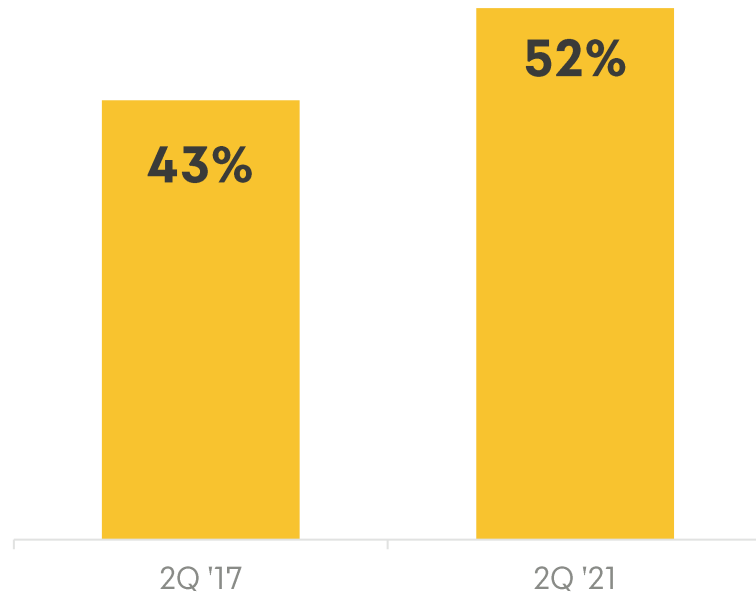
provider locations

18MM

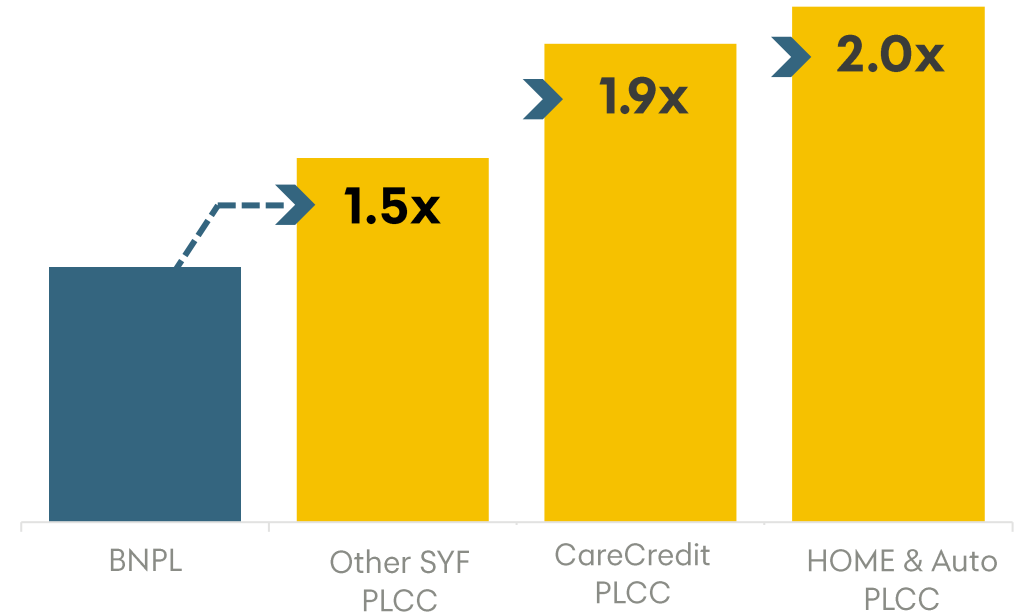
provider views

Leveraging Our Network Effect to Drive Sales to Our Partners

REPEAT SALES IN SYNCHRONY NETWORKS¹

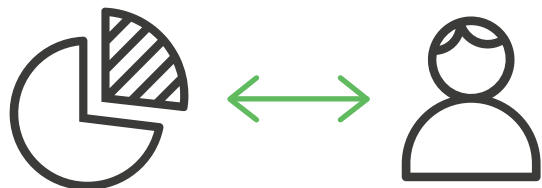


AVERAGE MONTHLY SALES PER ACTIVE VS. BNPL²



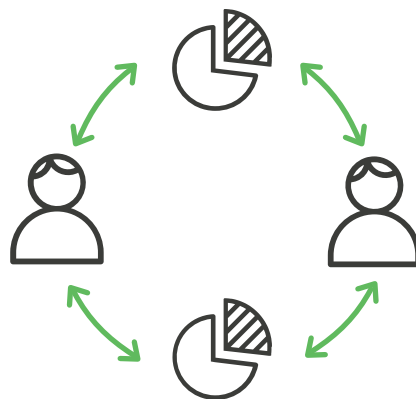
Privileged Access to Data Enables Mass Personalization of the Consumer Experience

Synchrony First-Party Data



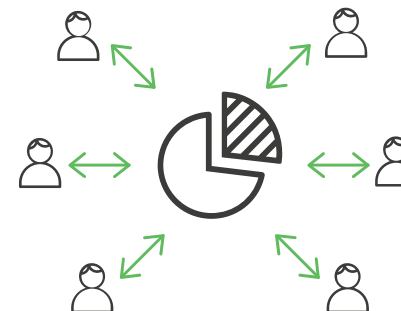
- **65MM+** Average Active Accounts
- **235MM+** Transactions per Month
- Synchrony Servicing Contacts Across Channels
- **7K+** Annual Campaigns

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**

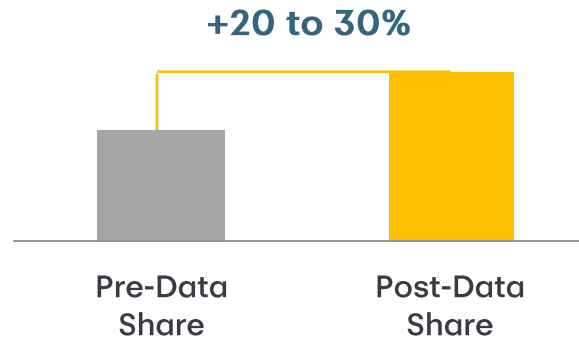
Data-Sharing Ecosystem Drives Growth and Expands Access Across Our Partner Network

512
data elements

covering
~75%
of Synchrony
active accounts¹
and growing!

CREDIT LINE OPTIMIZATION

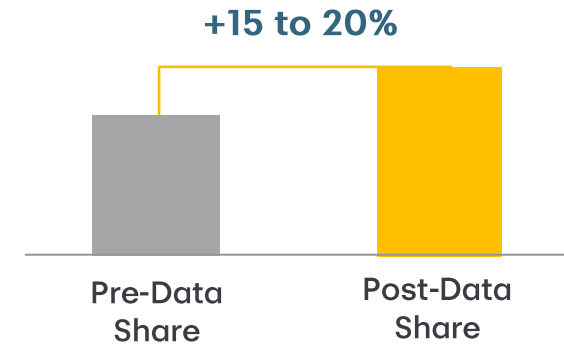
Average Credit Line Assignment



*Improved credit line
assignments for our partners'
best consumers*

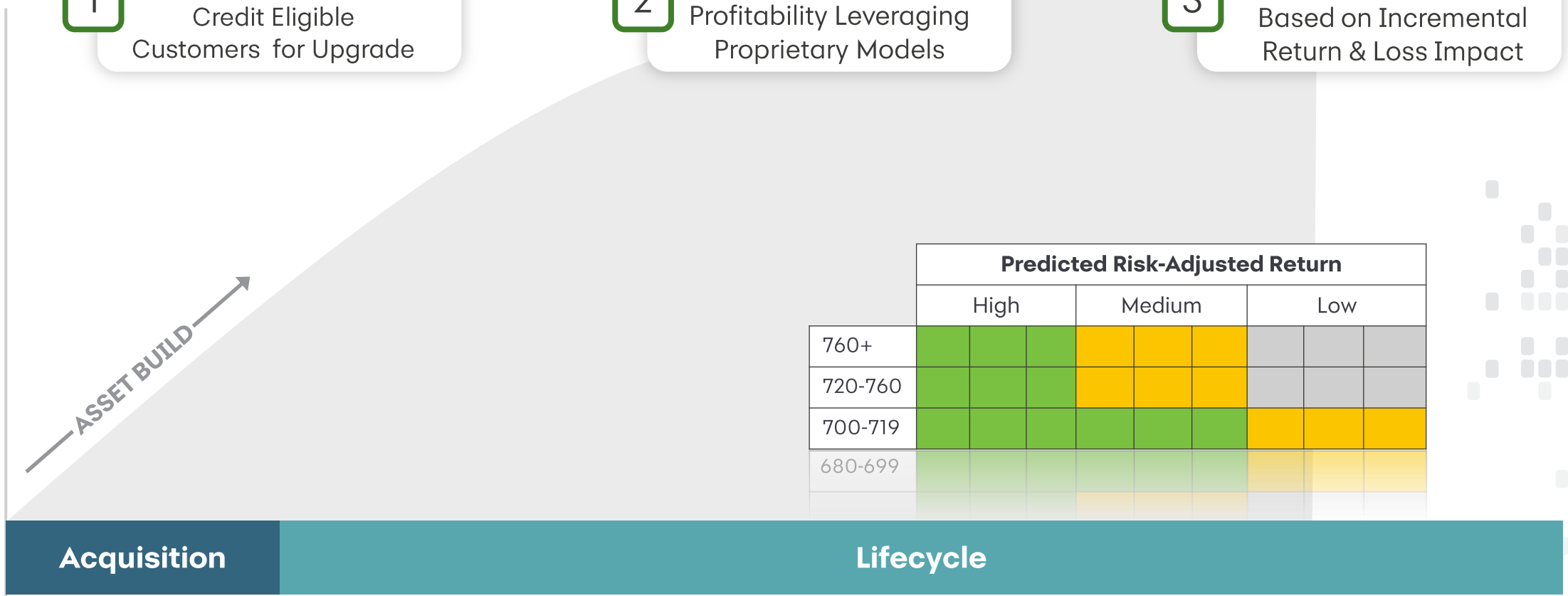
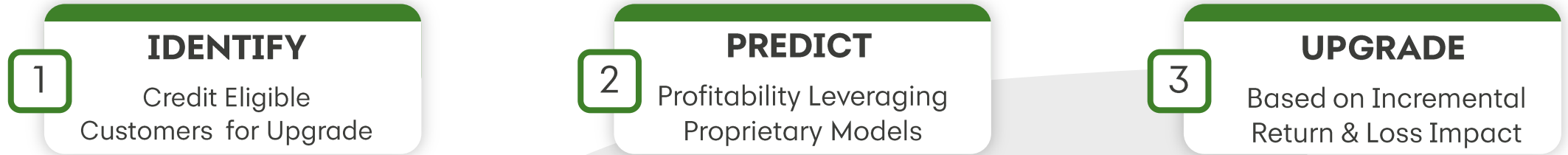
PURCHASE VOLUME INCREASE

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%

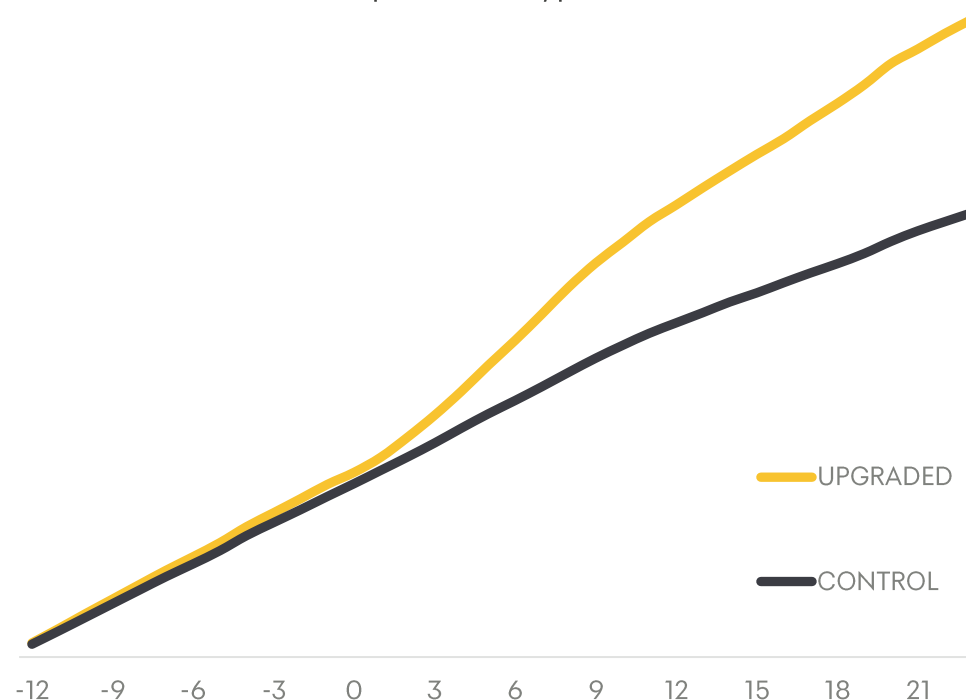
increase in sales

78%

increase in balances

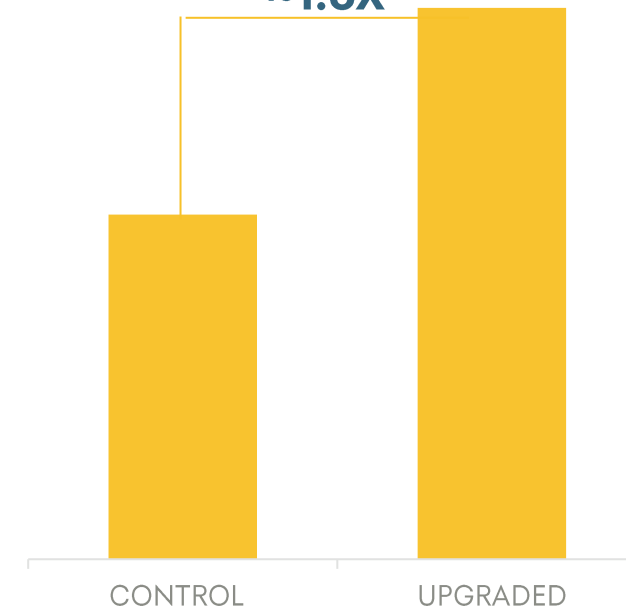
RISK-ADJUSTED RETURN¹

per account/per month



LIFETIME VALUE¹

~1.6X



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

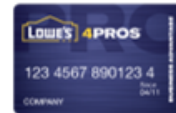


NETWORK

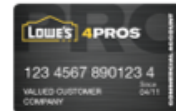


SYNCHRONY MC

Business



BUSINESS REVOLVING



COMMERCIAL ACCOUNT

Installments

setPAY

INSTALLMENTS & BNPL



SECURED

Allegro Credit®

INSTALLMENTS & LEASING

Growth Adjacencies



PET INSURANCE



GIFTNOW



COMMON PLATFORMS

DIGITAL ACQUISITIONS

NATIVE PLUG-IN

DIGITAL SERVICING

REWARDS

DIGITAL MARKETING

Comprehensive Product Coverage

INDUSTRY PRODUCT LANDSCAPE¹

PRODUCTS

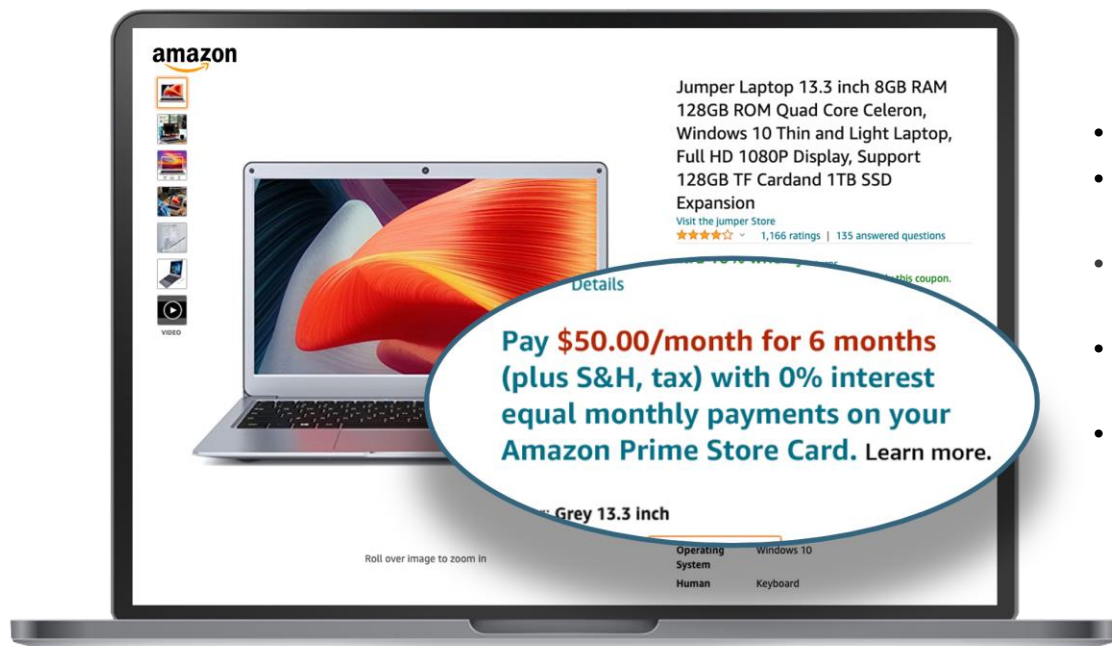


Revolving									
Private Label	●	●	●	●	●				
Dual Card	●								
Cobrand	●	●	●	●	●	●	●		
GPCC	●	●	●	●	●	●	●	●	
Business Card	●	●	●	●	●	●	●	●	
Commercial	●	●			●	●			
BNPL / Equal Payment Plan	●	●	●		●		●		
Secured	●	●			●			●	
Installments									
Short/Long-term Installment	●		●	●					●
BNPL (at 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**

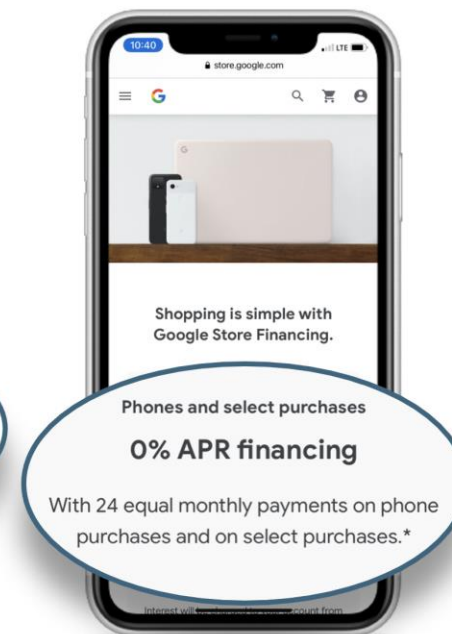


Amazon

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



Harbor Freight

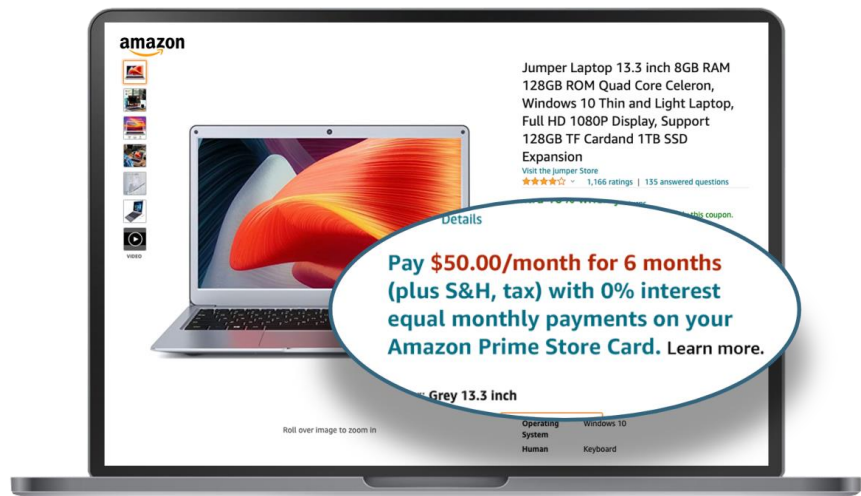


Google

Deeper Dive: Synchrony BNPL and Installment Products¹

In Market

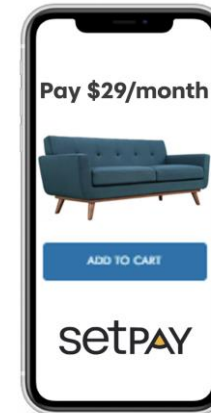
BNPL/Installment on Revolving Account Offering terms 3 to 180 months



- 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

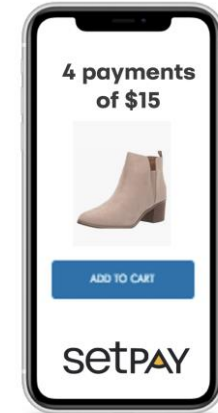
setPAY™ Installment Offering terms 3 to 84 months



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

NEW!

setPAY™ Pay in 4

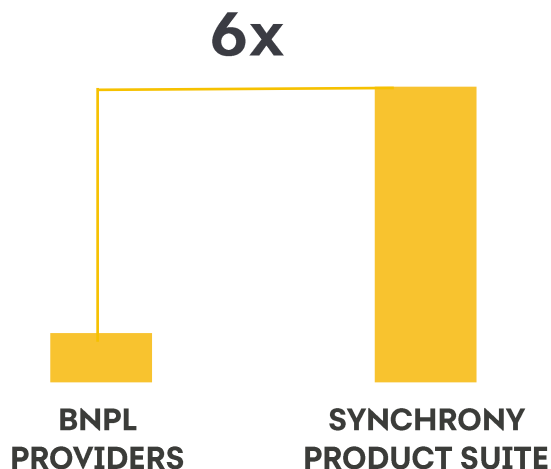


- Bi-weekly Payments
- No Interest or Fees
- Target AOV: < \$500
- Single Transaction

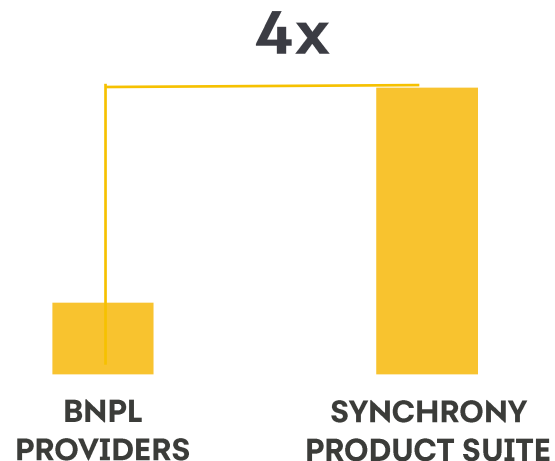
~88MM Synchrony Accounts have access to our installment products today²

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

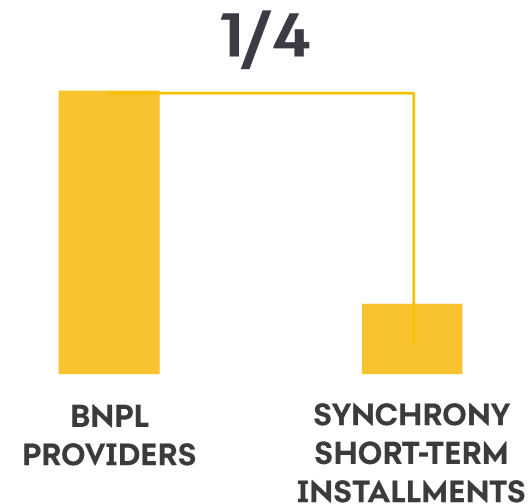
ACCOUNT ACQUISITIONS



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

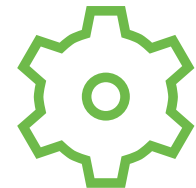
The Power of Choice



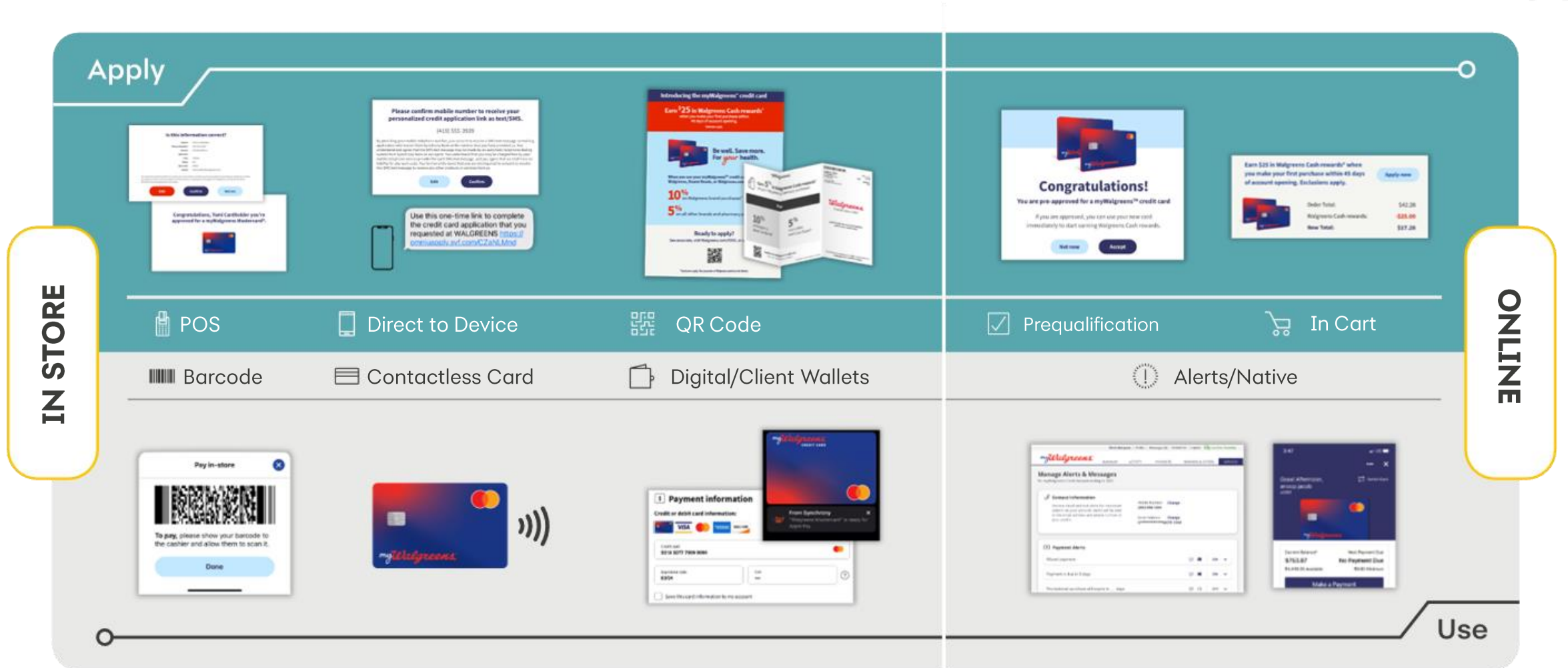
Experience Driven



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

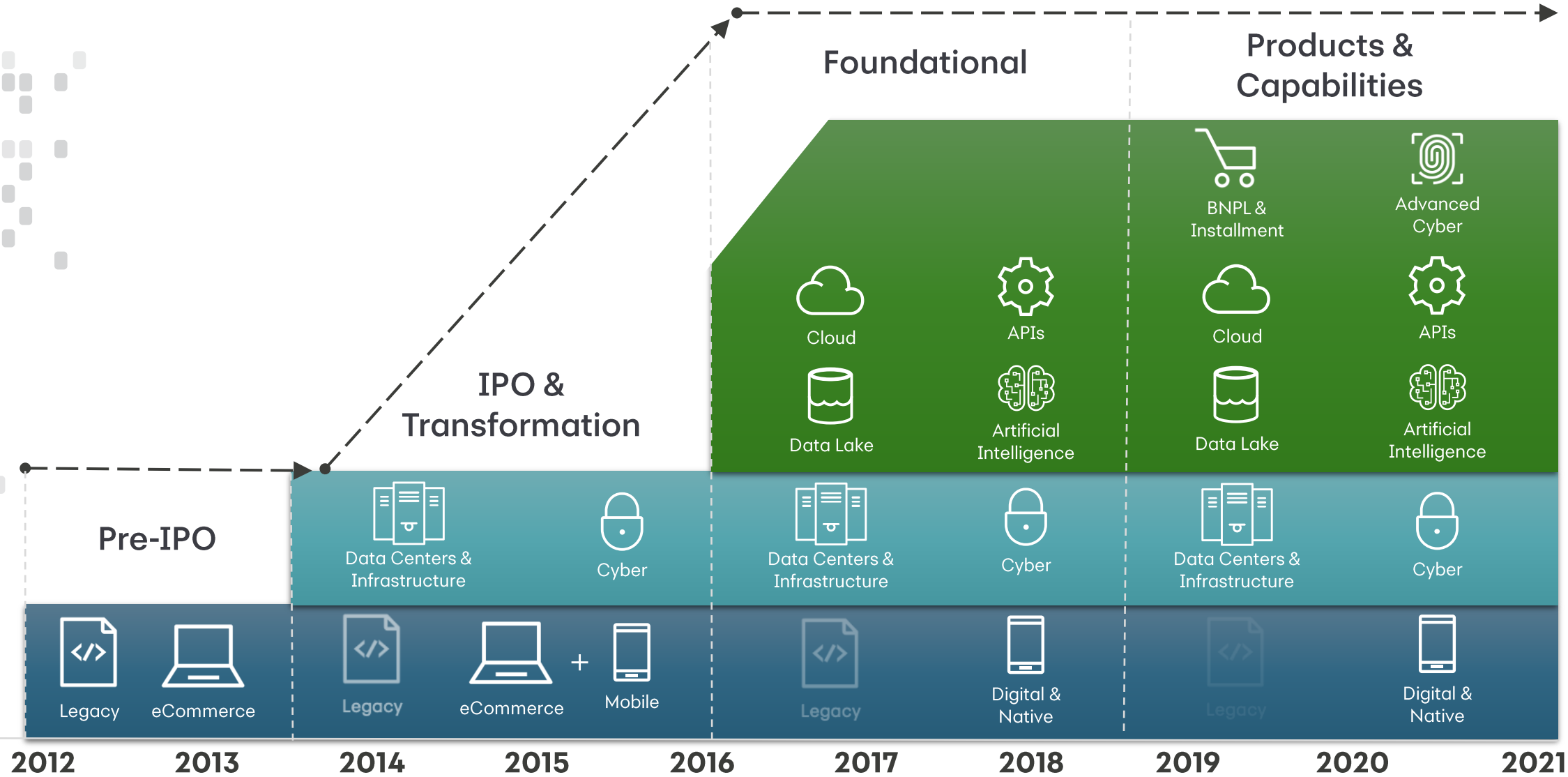



Carol Juel
Chief Technology & Operating Officer

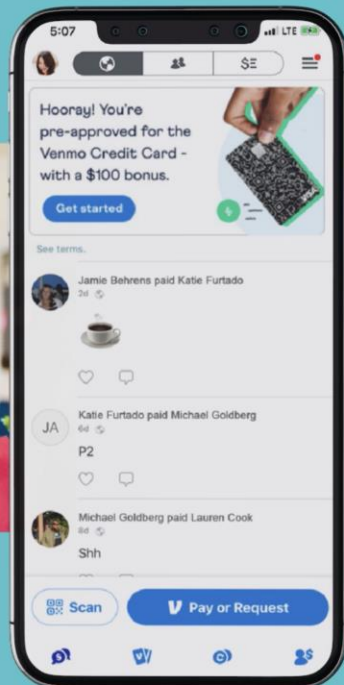


**Dynamic,
scalable technology —
a key differentiator that
empowers success**

Our Investments Power Innovation



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



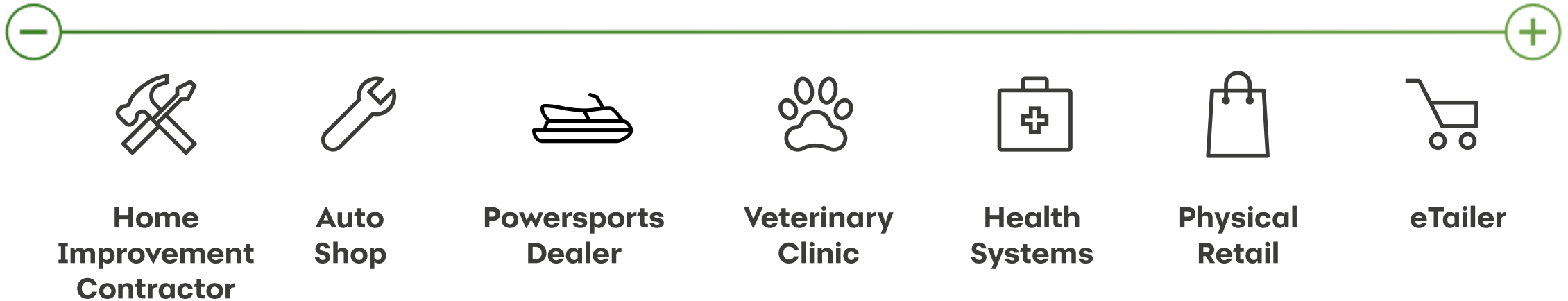
Venmo Partner Vignette

Play Video



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

Partner Technology Investment



POWERED BY



Cloud



APIs



Cyber



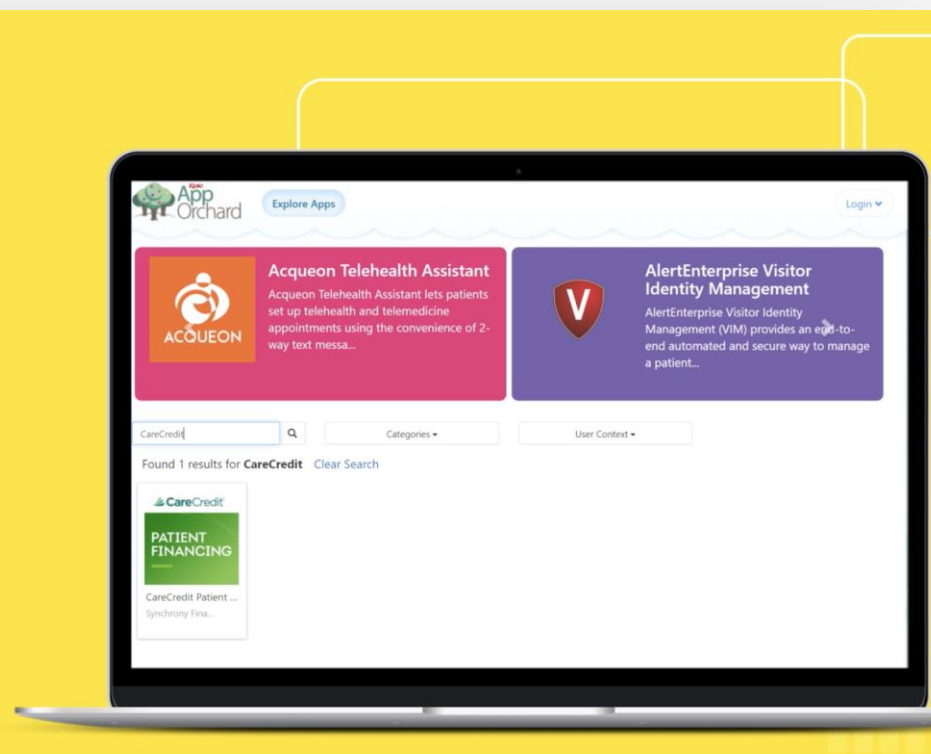
Data Centers &
Infrastructure



Digital &
Native

CareCredit Integration

Play Video



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



SECURED

Allegro Credit®

INSTALLMENTS & LEASING

Commercial



BUSINESS REVOLVING CREDIT
INVOICE-BASED

POWERED BY



Cloud



APIs



Cyber



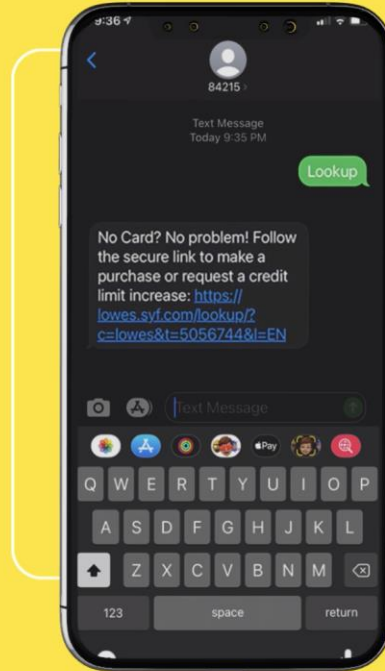
Data Centers &
Infrastructure



Digital & Native

Customer Account Lookup

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



Lowe's Partner Vignette

Play Video



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

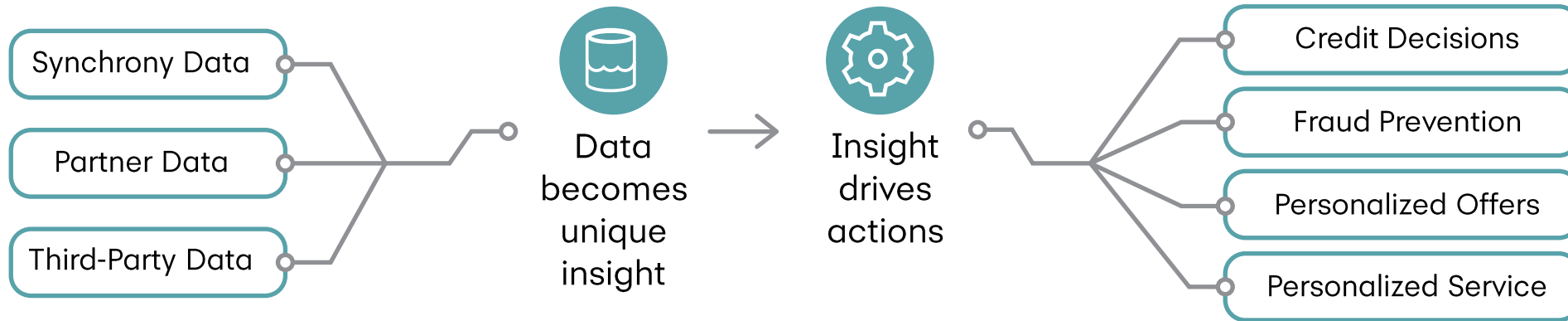


Not in video, but
used by Lowe's



Not currently
used by Lowe's

Robust Data Powers Unique Insights to Drive Action

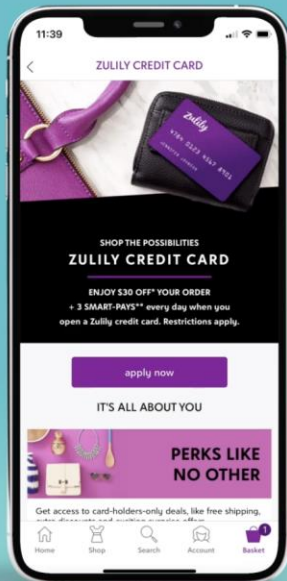


OUR DATA IS UNIQUE

- 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



Synchrony PRISM

Play Video 



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



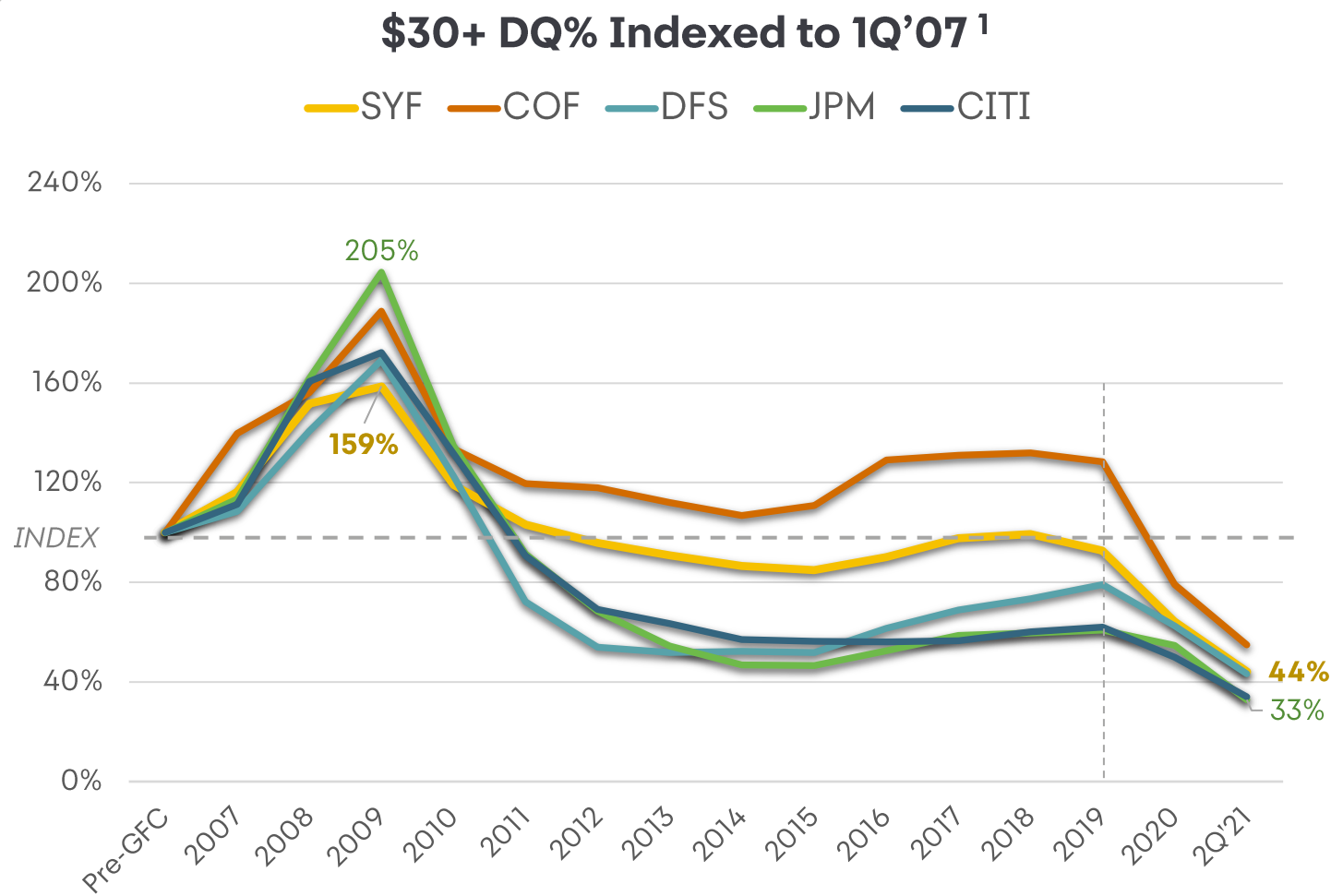
Henry Greig

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**TM

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



Continuous Learning.
Continuous Enhancements

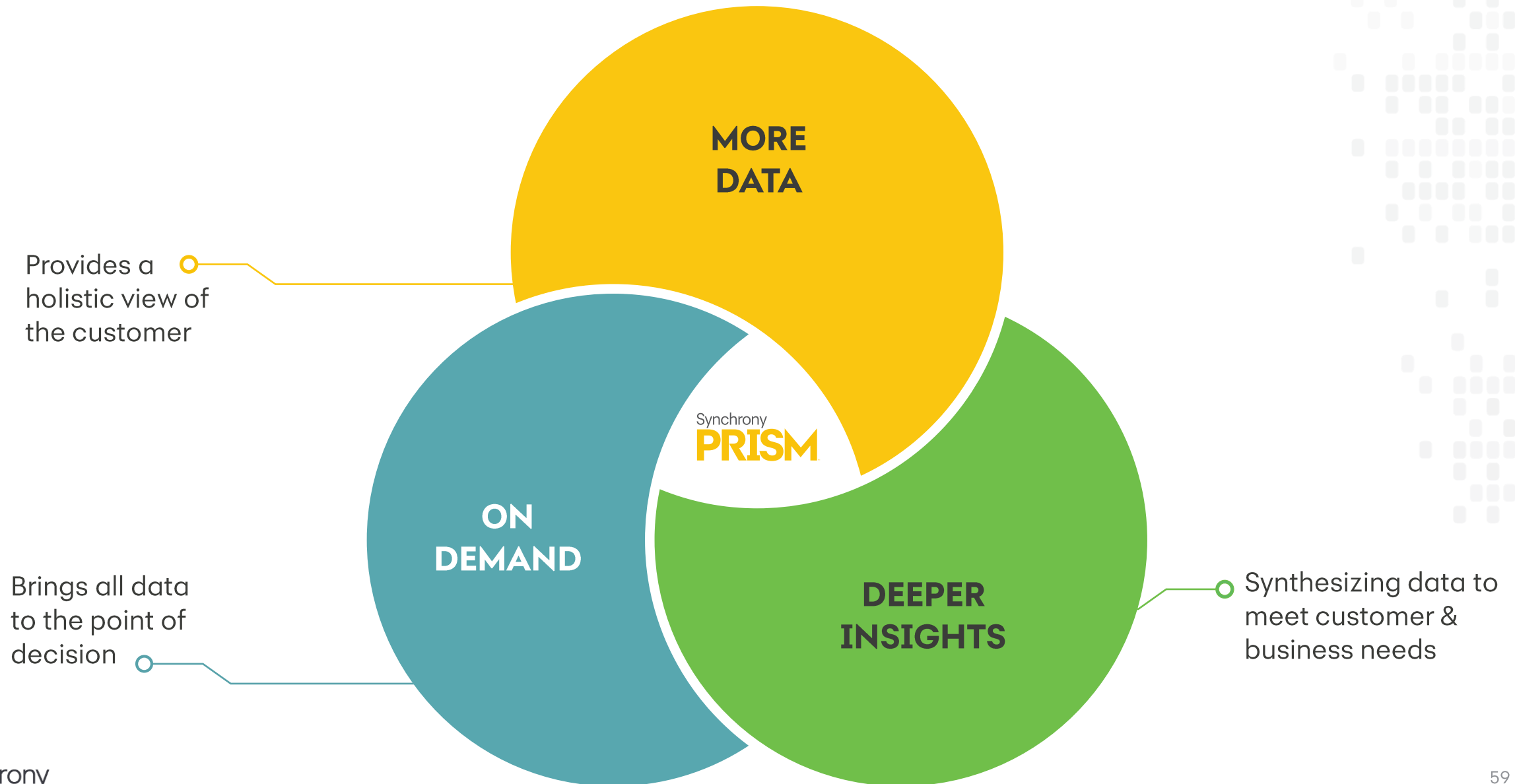


Streamlined
Customer Experiences



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

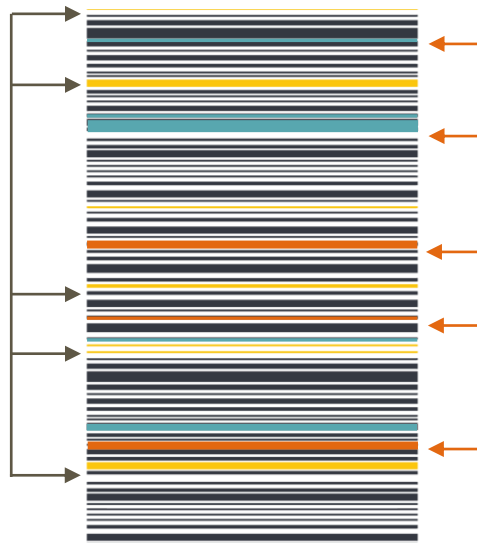
Synchrony Data

- 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



Client Specific Data

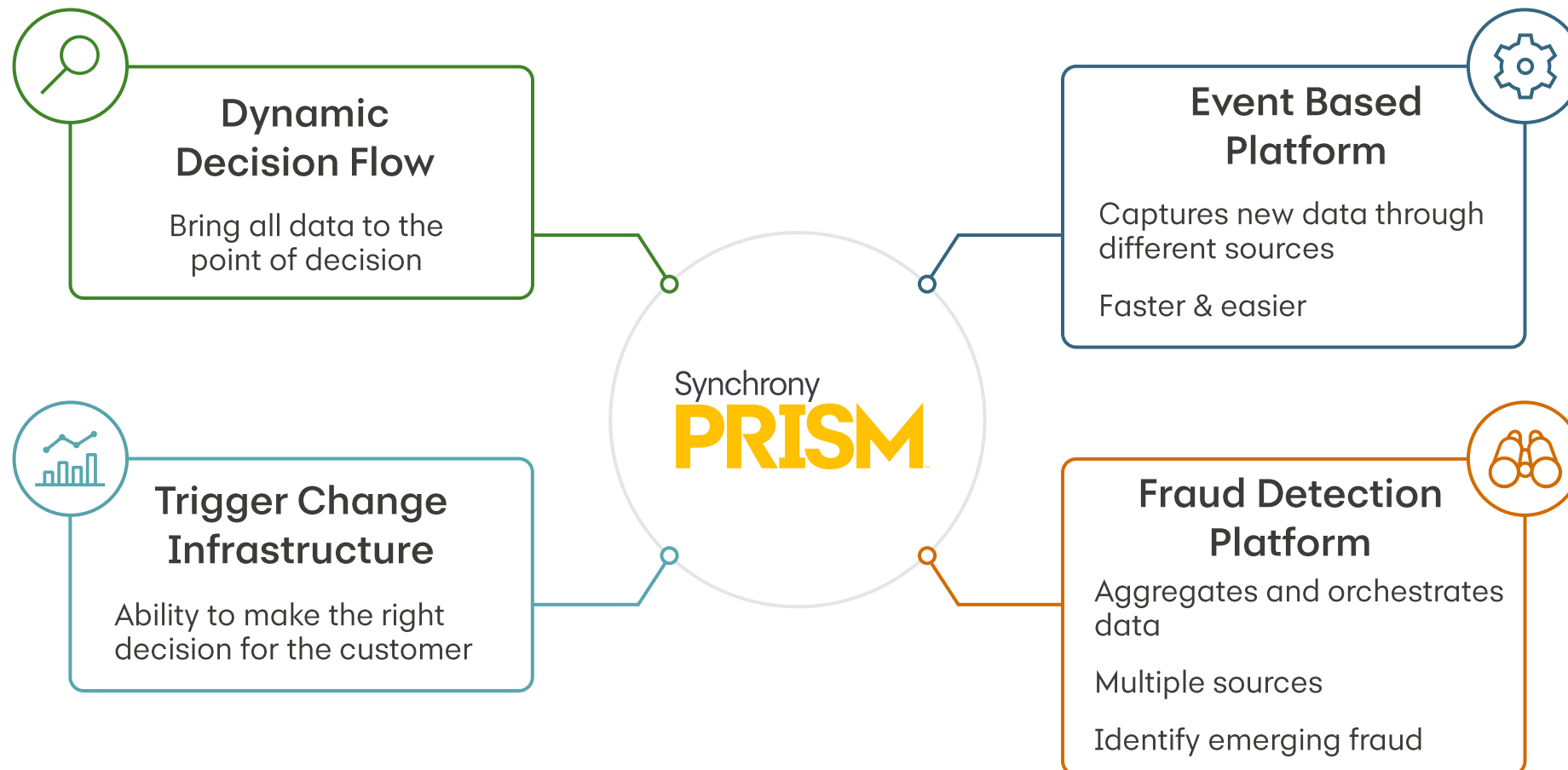
- Highlights customer engagement (i.e., frequency, spend)
- Proprietary at the Client level

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

SPECIFIC PROPRIETARY SCORES

Leveraging our unique data assets

ADVANCED “TEST & LEARN” DECISIONING

Ability to implement new strategies faster



ALERTS PLATFORM

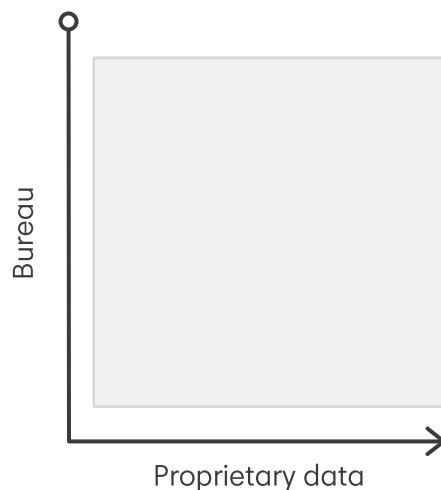
- Customized alerts
- Detect anomalous behavior and trends

FRAUD ANALYTIC SOLUTIONS

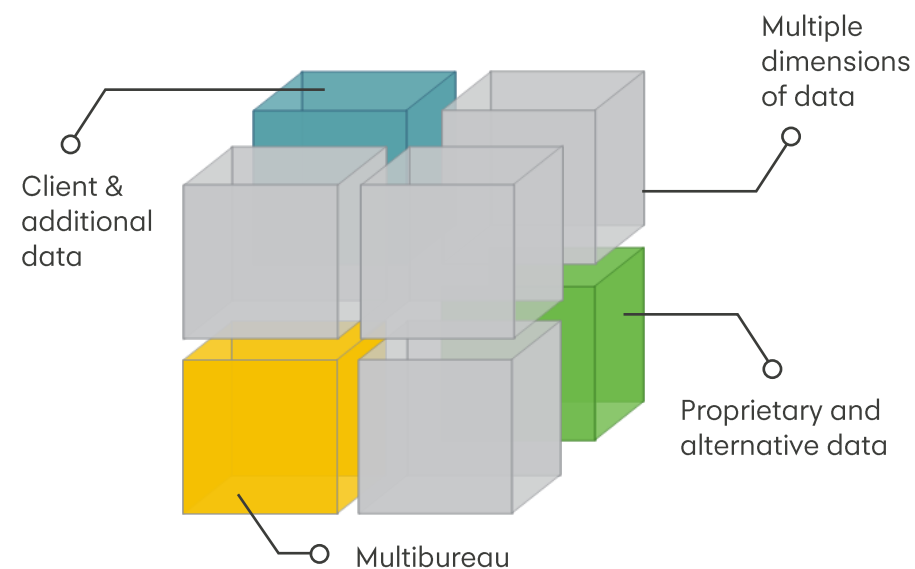
- Leverage data from multiple sources
- Machine learning solutions

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

BEFORE

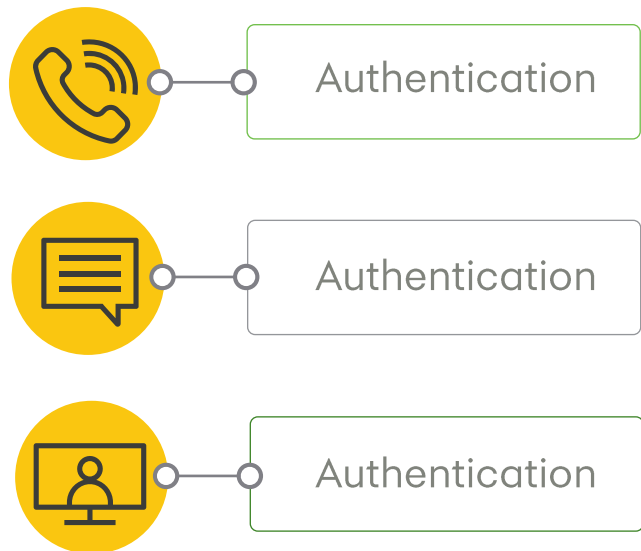


NOW Synchrony
PRISM



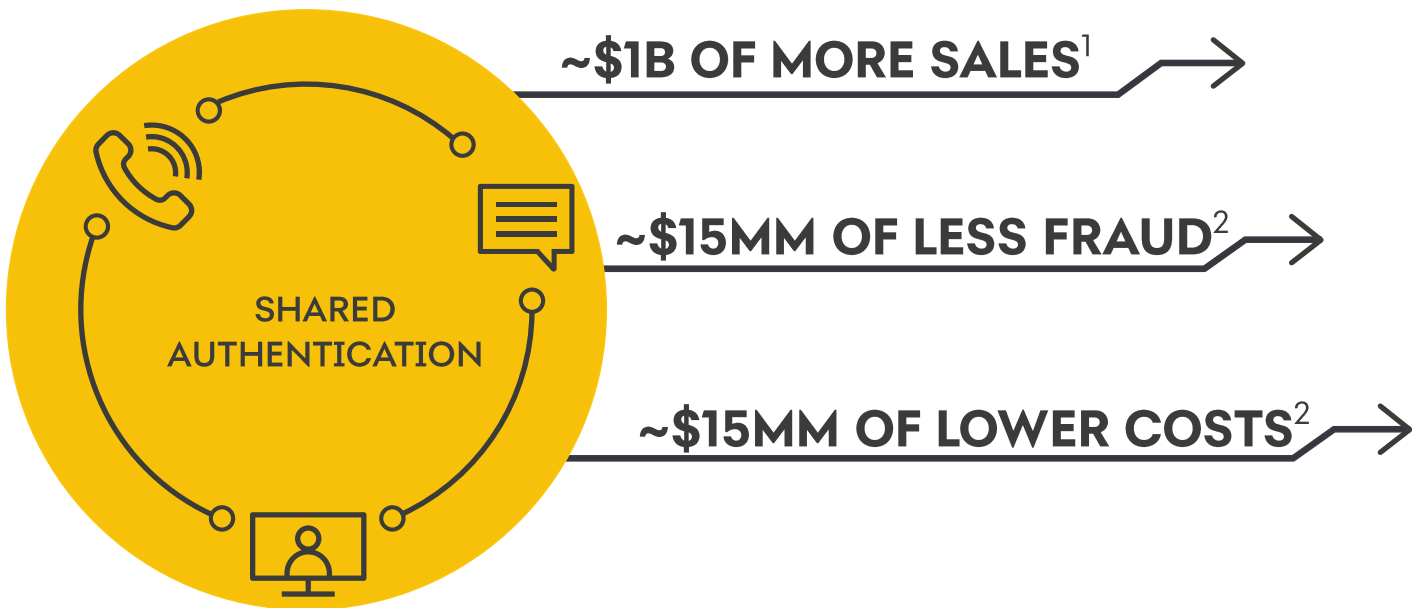
Centralized Authentication Process Drives ...

BEFORE



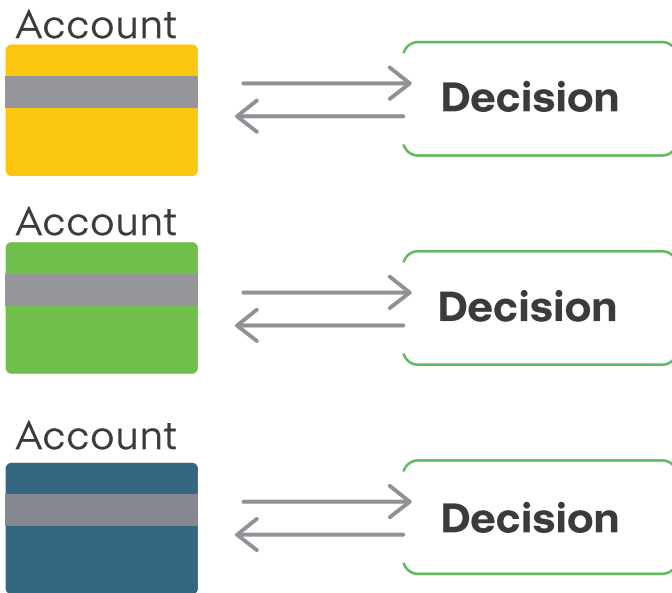
NOW

Synchrony
PRISM



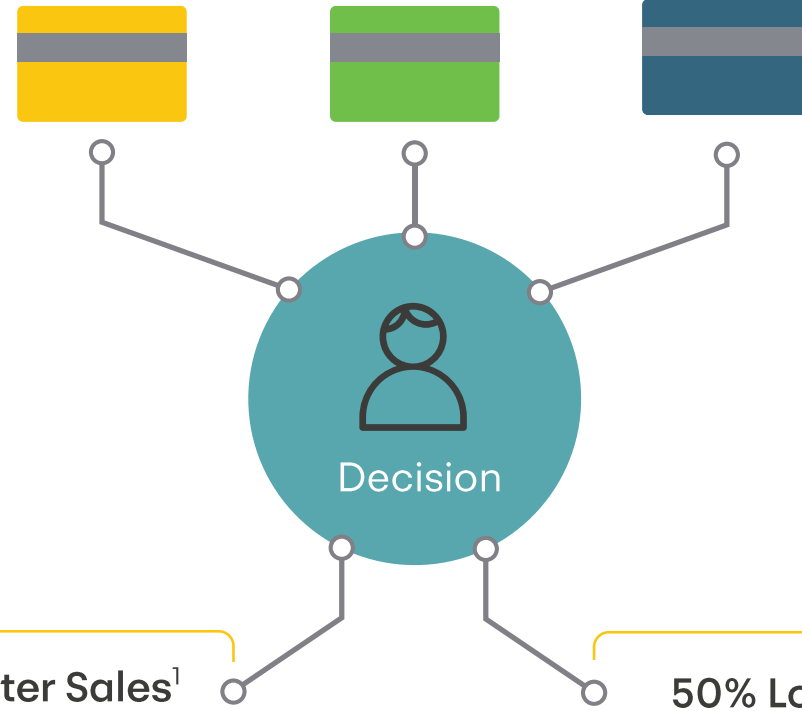
Holistic Customer Management Yields Incremental Sales with Lower Risk

BEFORE

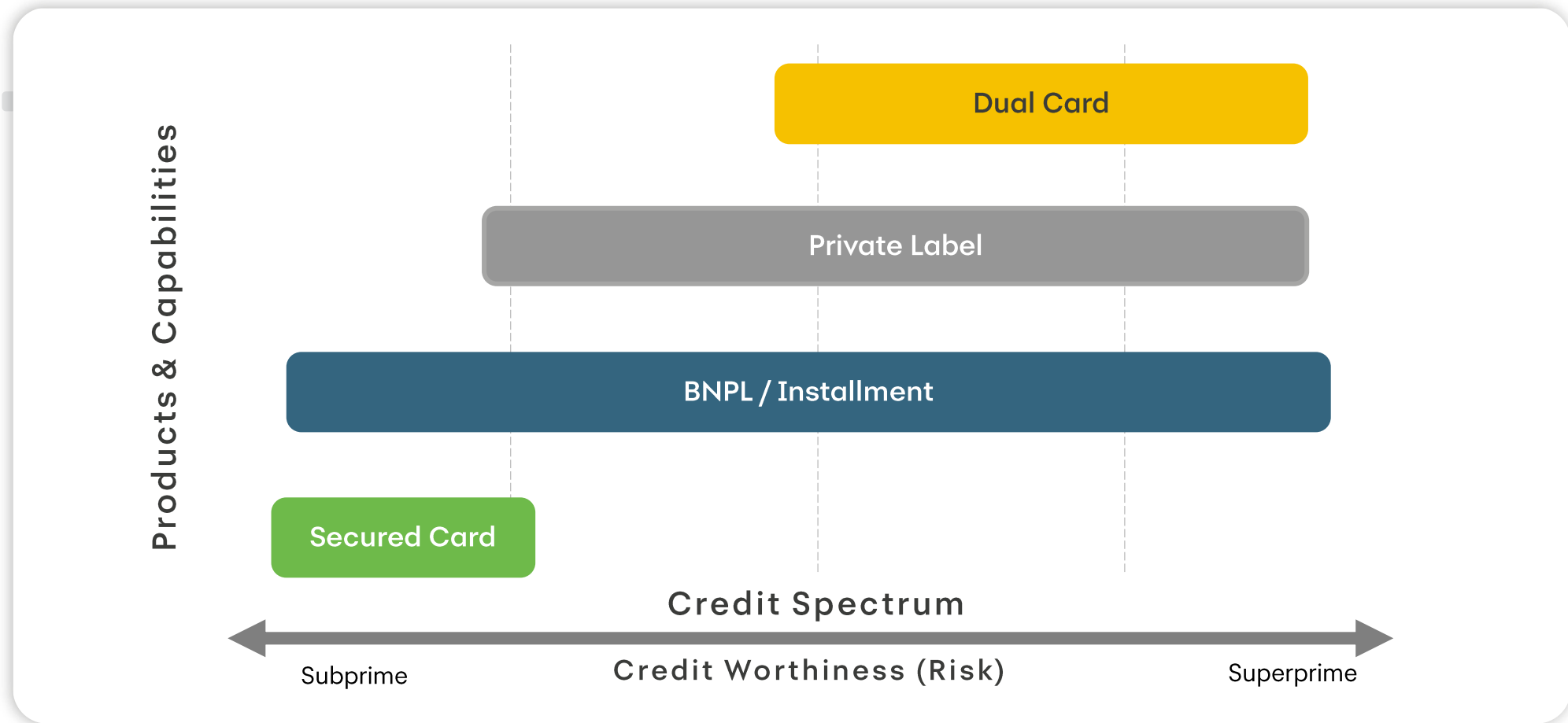



NOW

Synchrony
PRISM



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

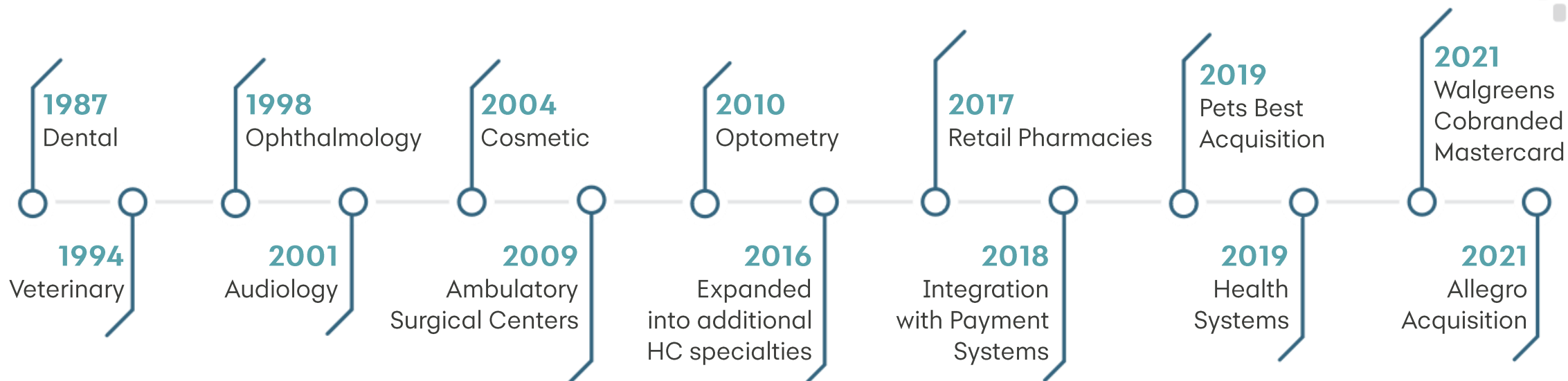
Interest and fees

\$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

 **Advent Health**

AspenDental

LasikPlus+

Pet

VCA
Animal Hospitals

NVA 

PROGRESSIVE

Wellness

myWalgreens

Products



Allegro  **Credit**

 **Pets Best**
PET HEALTH INSURANCE

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

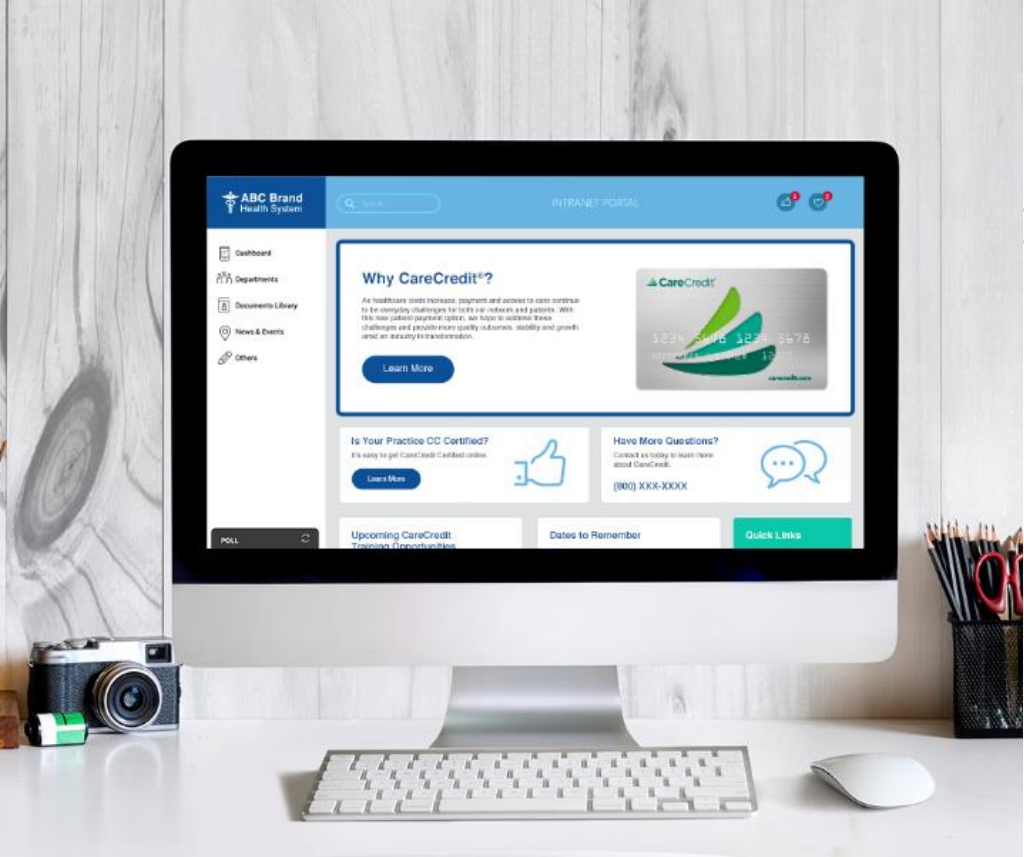
compared to ~47% in 2Q'14

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

Apply and pay the contactless way.

To support all the ways you provide care, CareCredit's custom link is an all-inclusive, digital solution where clients can: **Learn** how CareCredit can help them fit care into their monthly budgets.*

Apply for the CareCredit credit card from their own device, get a decision within seconds and, if approved, use their account the same day.

Pay your location for services online using their CareCredit credit card.**



Your custom link comes in a variety of formats, each associated with your CareCredit merchant ID number.

Choose the customized option (or options) that work best for your location:



URL for direct communications – including emails, text messages, statements, estimates and social media posts – to remind clients of financing options.



QR code on signage to enable clients to scan at your location from their mobile device.



Banner or button on your website to allow clients to apply and pay** remotely.

Download your custom link at
www.carecredit.com/customlink



* **See provider side for details.

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



A guide with little nuggets to help ease your curbside experience

Ready leads to happy.

Share the Curbside Digital Guide with your clients.

More great ways to help keep your workflows flowing.

Helping clients come prepared for curbside can help make it a better experience for everyone, and put more flow in your workflow! And it's now available in two ways:

- **Download a PDF** to print, send or post.
- **Share a link** to the NEW animated guide in emails, texts* or on your website.

Click and View Guide

WATCH THIS!
This you've got to see. "I Can Run Free" is a 15-second CareCredit sponsored video on YouTube that surpassed 3 million views in February. It's another way we're helping more clients come ready for veterinary care!

Keep using your custom link resources!
Clients can learn about, apply and pay curbside.** Here's your link to copy and share!

We're always ready to help!
Just call 800-859-9975, option 1, then 6
To learn more, visit carecredit.com/mycustomlink

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



Discovery



Pre-Care



Point-of-Care



Post-Care



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

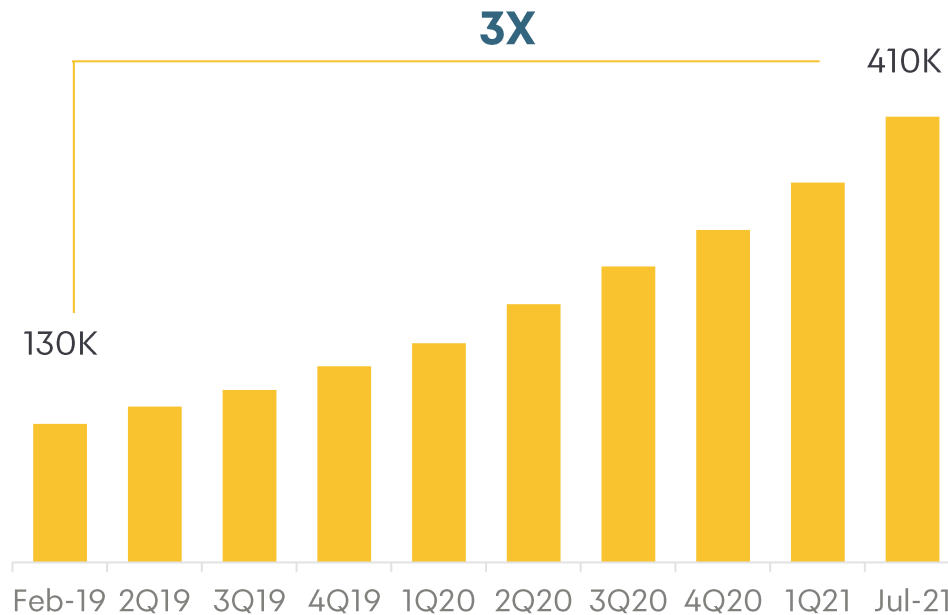
Play Video



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

Play Video 





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

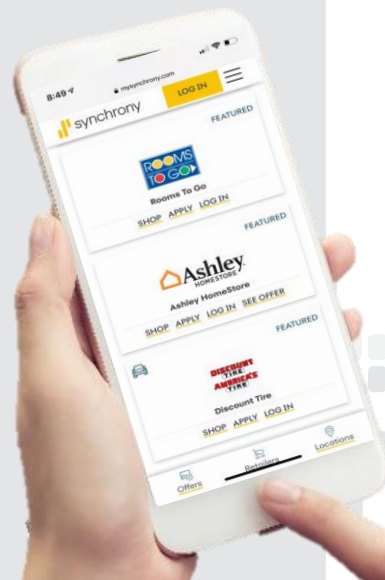
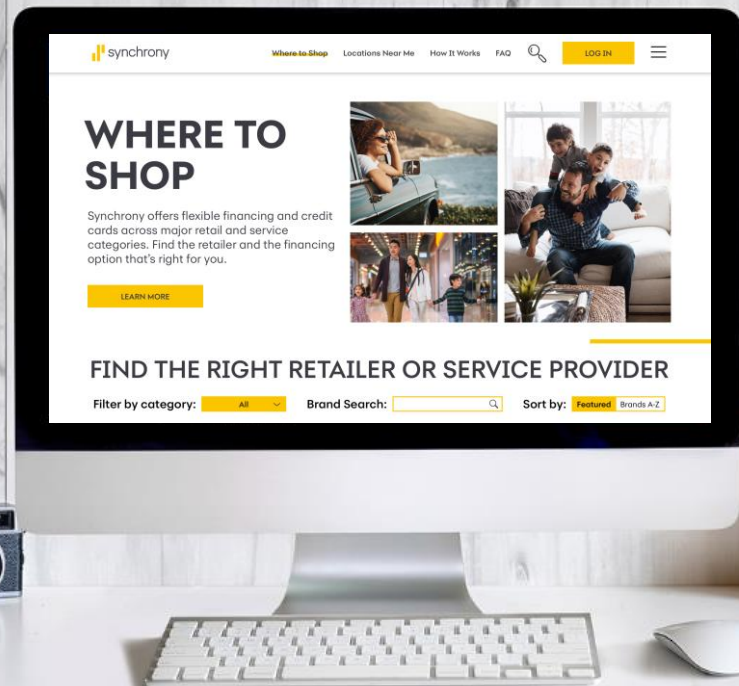
In business
since
1930s

~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



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



Crate&Barrel **CB2**




AMERICAN SIGNATURE
FURNITURE



sleep  number.

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



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

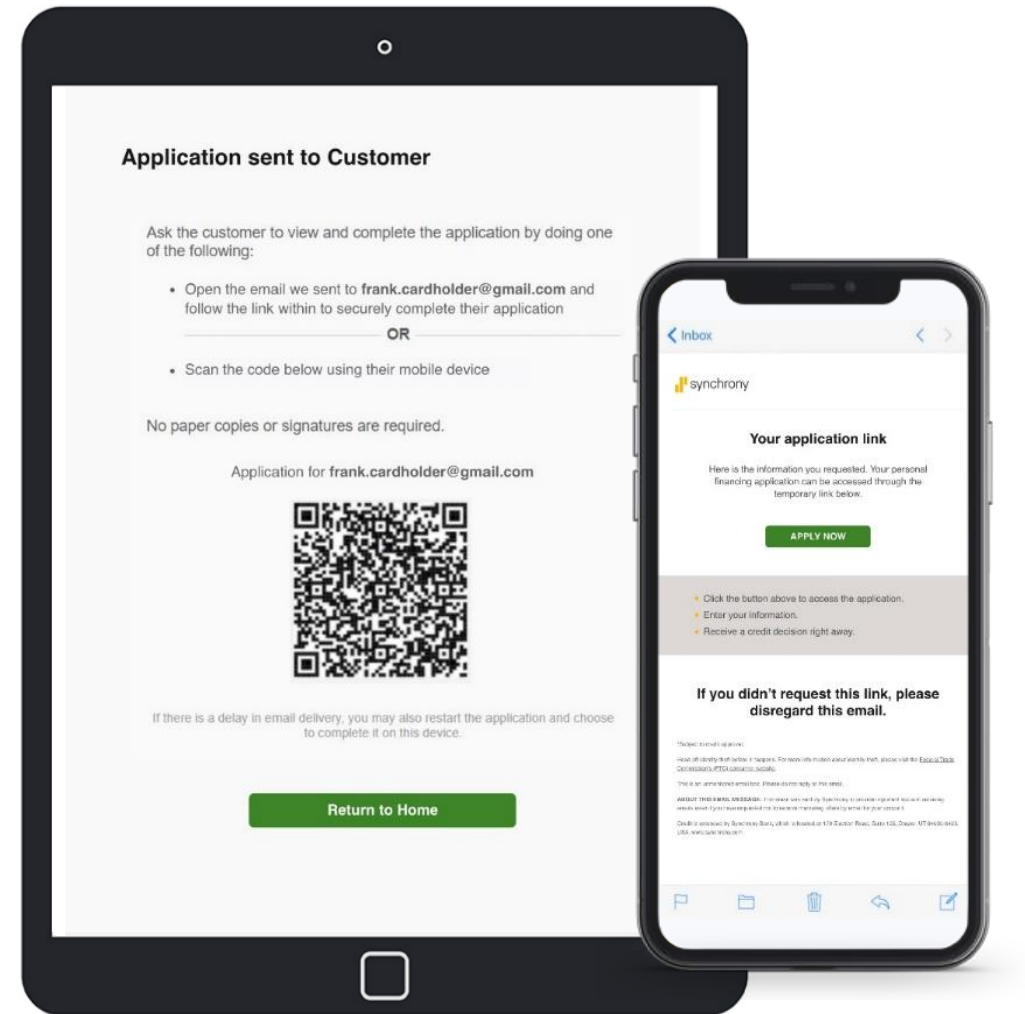
Frictionless Customer Experiences Drive Volume

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



Play Video



03

HOME NETWORK

Home Vertical is Deep and Positioned to Win

5MM
accounts with
\$26B
in available credit¹

~400K
Participating
Locations²

~\$1,800
Average cross
shop ticket¹



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

	 		 
 			
Service Repair & Parts	Tire & Wheel	Dealerships	Oil & Gas

50,000+ locations¹

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


250,000+ locations¹ 700,000+ locations¹

Power of the Network


Part of **5MM+**
Member Network

Play Video 





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



~\$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

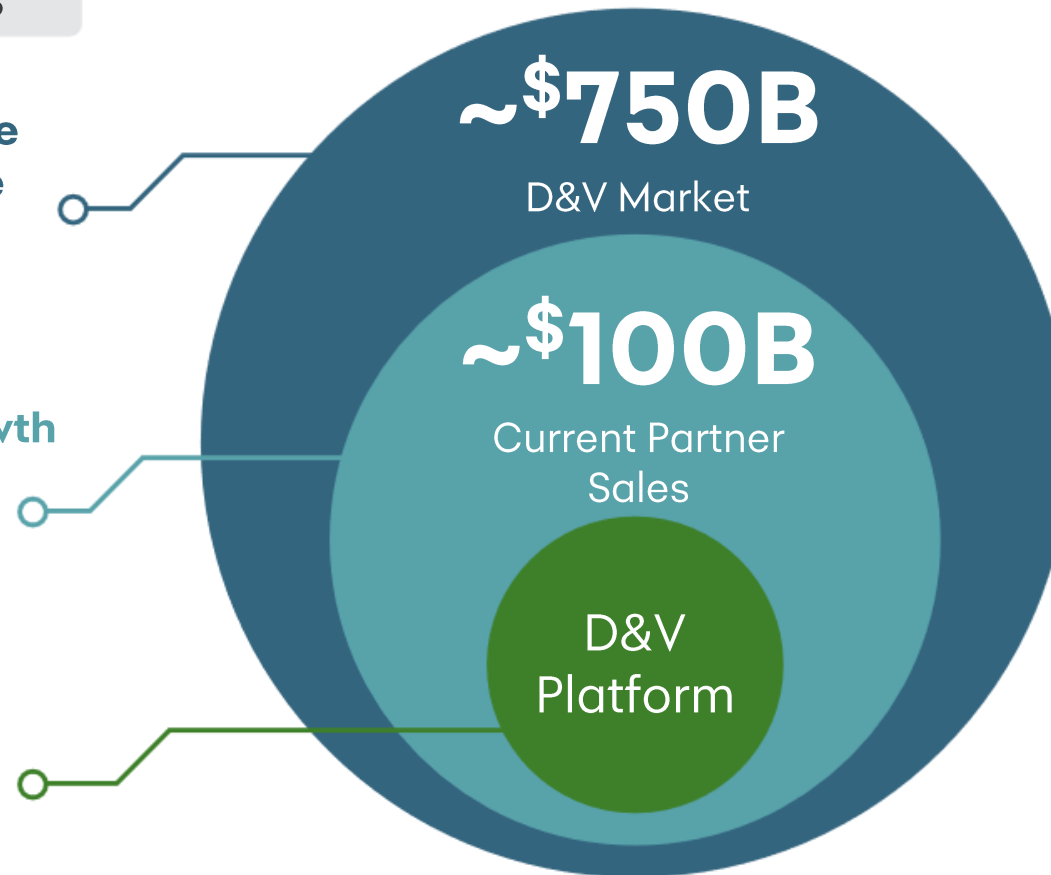
A Leader in a Large Market with Room to Grow

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

DIGITAL EXPERIENCE
Digital shopping integration

IN-STORE EXPERIENCE
Frictionless in-person shopping

STRONG VALUE PROPS
Top of wallet value, rewards

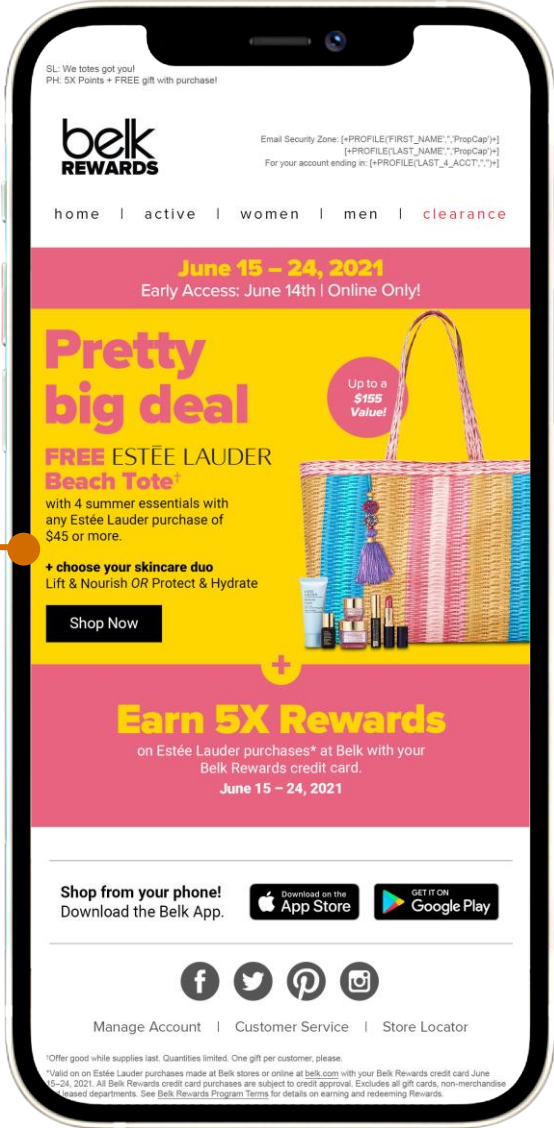
PARTNER ALIGNMENT
Credit + loyalty + economics



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

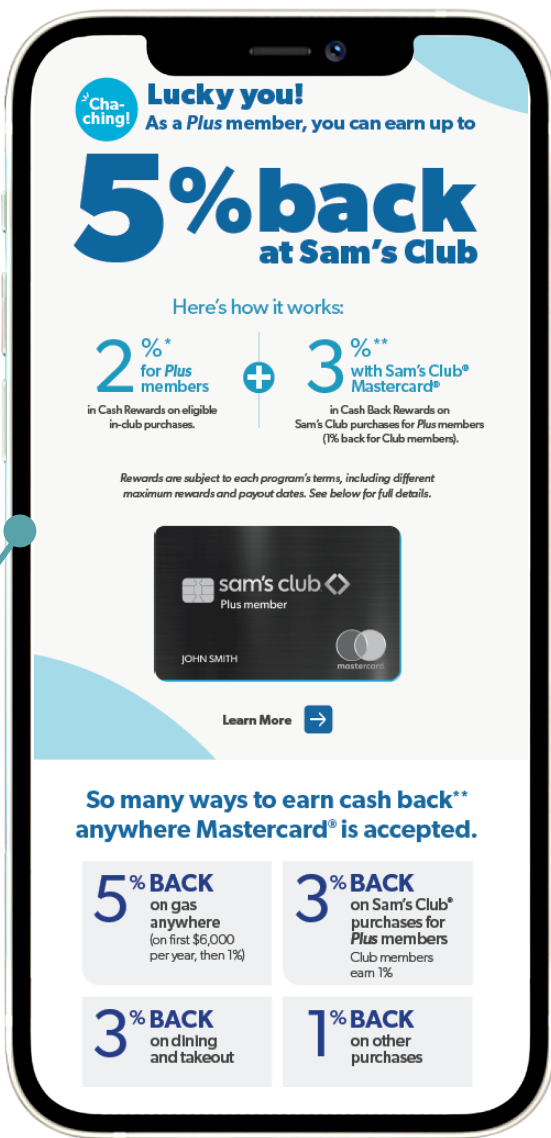


**Dedicated,
integrated client
teams, coordinated
campaigns**

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

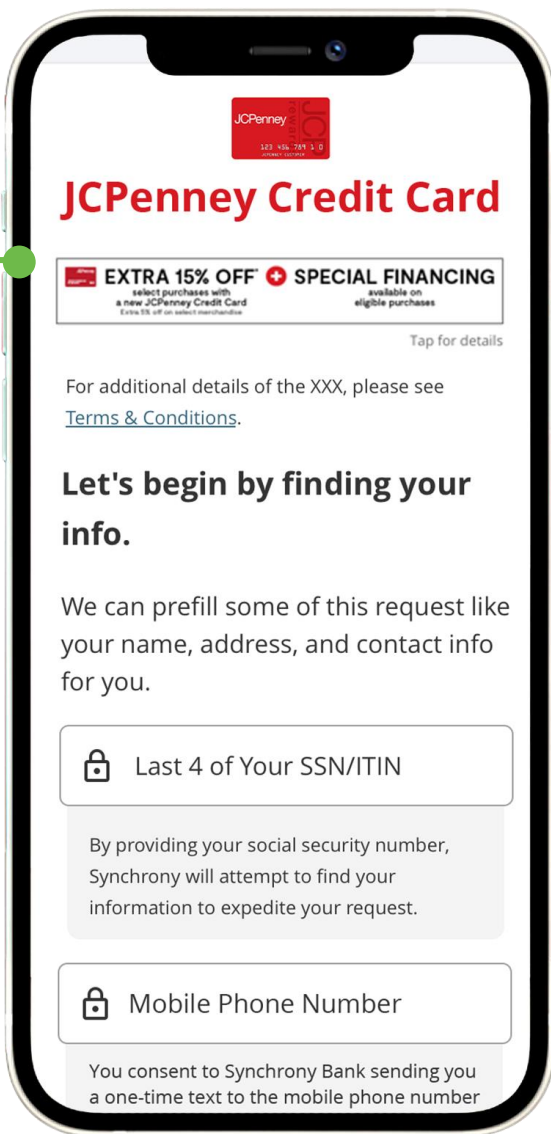
Frictionless in-person shopping

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

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



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

Creating Digital Experiences that Drive Loyalty

TJX Digital Certificates driving greater in-store engagement

Use card **in store**

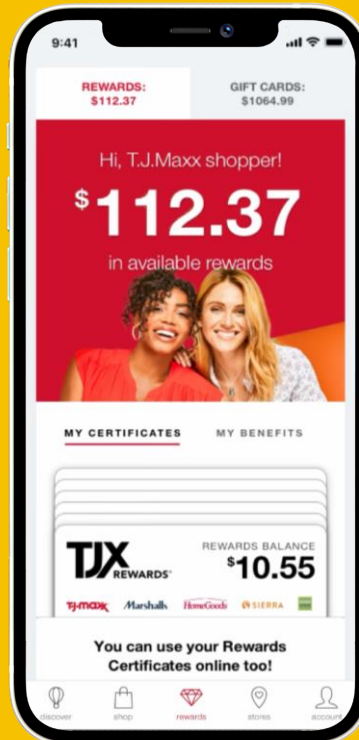


Use card **in world**



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...**

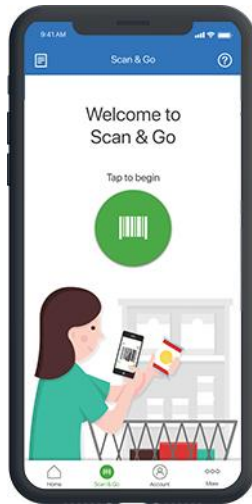
”

Ernie Herrman

CEO and President | The TJX Companies, Inc.

Delivering Frictionless In-Person Shopping Experiences

Digital integration



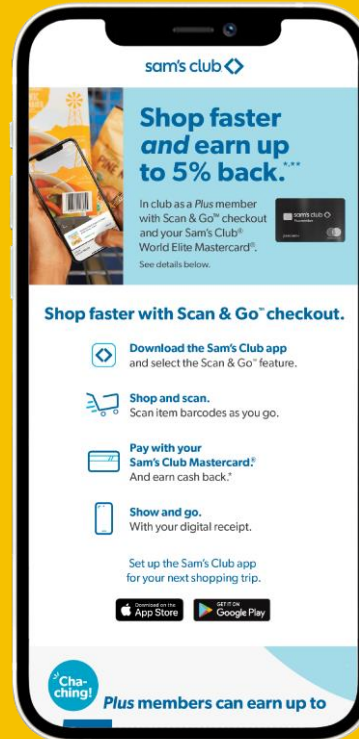
Sam's Club's investment in Scan & Go experience



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

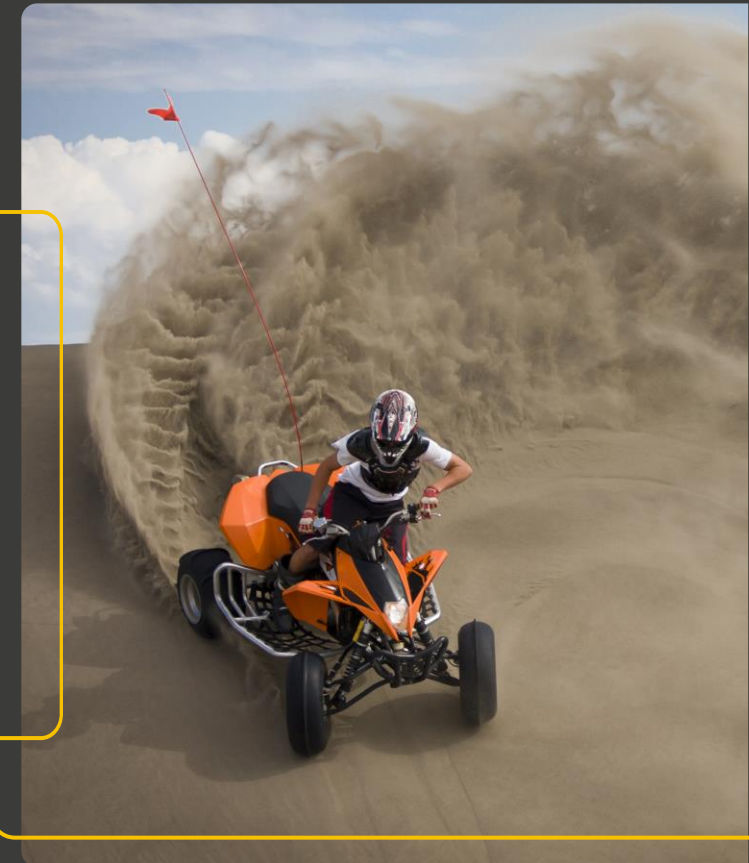
LIFESTYLE PLATFORM



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**

Specialty
Retail



Music



Luxury

PANDORA



Outdoor

POLARIS



Kawasaki



Other

The Container Store

BERNINA

~20K Independent Merchants Distribution Network¹

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
mPOS **Prequal** dBuy
Engage Loyalty Premium Fraud
Products Detection
Direct to Device

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

Market Overview

~\$400B

Lifestyle Verticals
Consumer Spending



Within Existing Base

1 incremental application per month per dealer/store generates ~\$150MM¹ in Sales Volume



Win New Partners

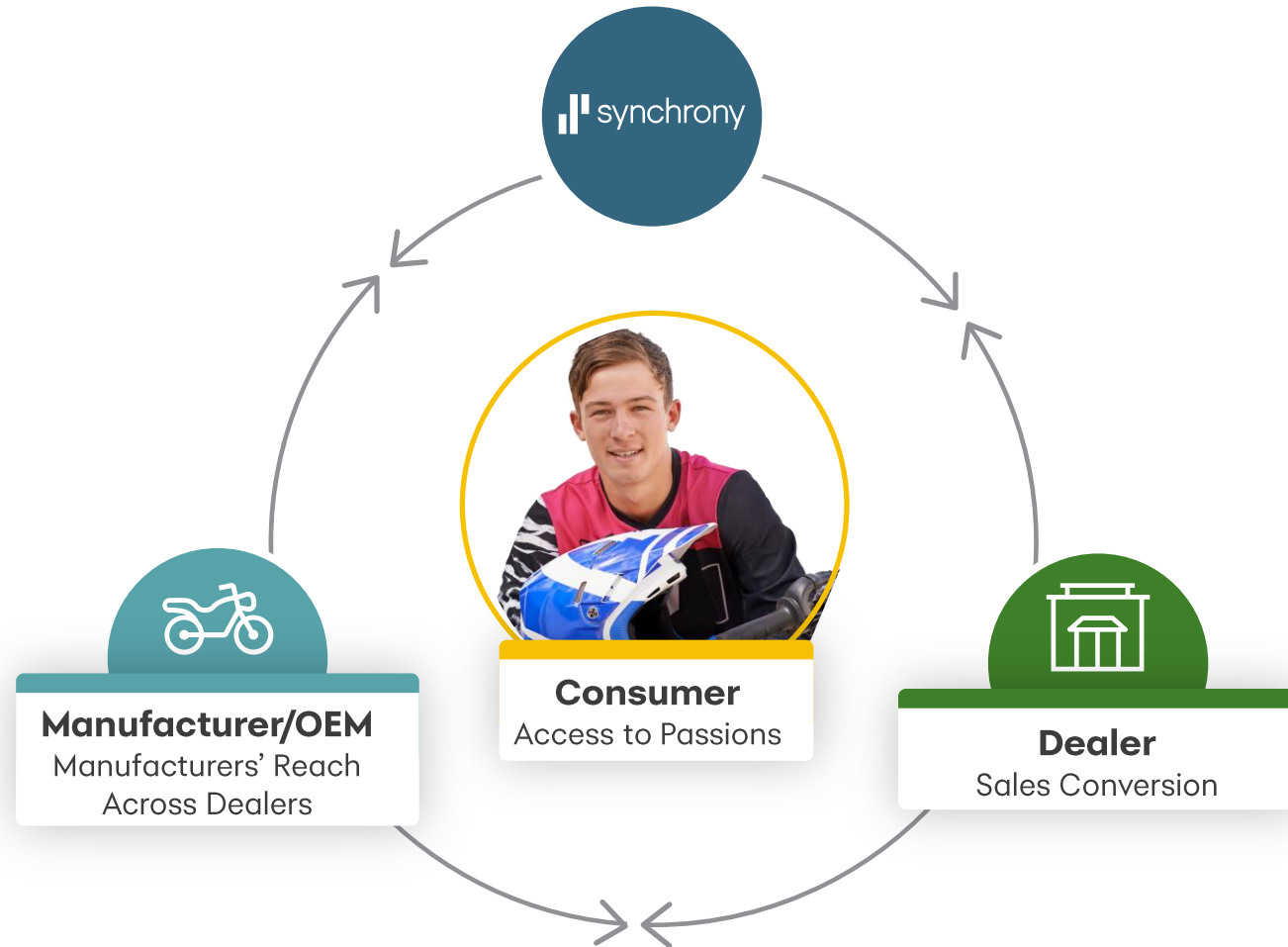
>20 national retailers with \$1B+ in revenues²



Expand Dealer Network

~20K existing Partner Dealers
>2K locations added annually³

Leveraging Differentiators to Solidify Leadership Position



Speed

Flexibility

Multi-product

Multi-channel



Powering our Dealer Relationships

Play Video





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

Market Overview

\$650B

Total Partner Opportunity

~20%

E-comm CAGR 2017-20¹



In-Person Spend
retail, travel, dining, etc.



Partner Growth

Grow with partners & increase share through:

- ✓ Deeper integrations and capability enhancements
- ✓ Personalized messaging and offers
- ✓ Constantly evolving consumer experiences



Product Expansion

Expanded product and offer choice



Embedded
PLCC



Virtual & Physical
Cobrands



Fixed & 0%
Promotions



Equal Pay &
Installments



New Partners & Consumers

Leading digital brands
Large consumer bases

venmo

65MM users²

verizon

95MM wireless
connections²

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"



Hi Bart



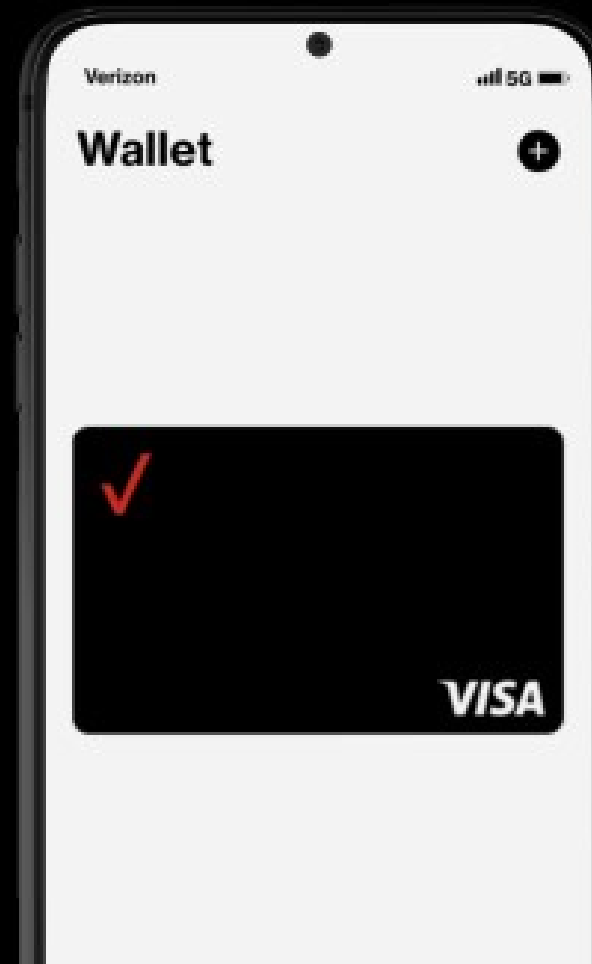
Activate your card.

By phone

Online



**Add it to your
mobile wallet.**



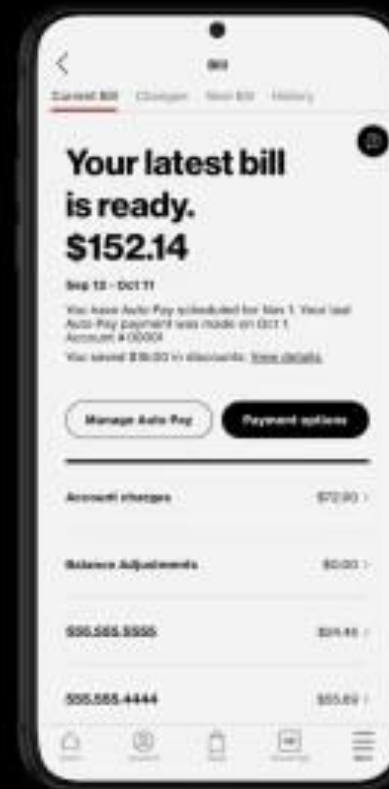


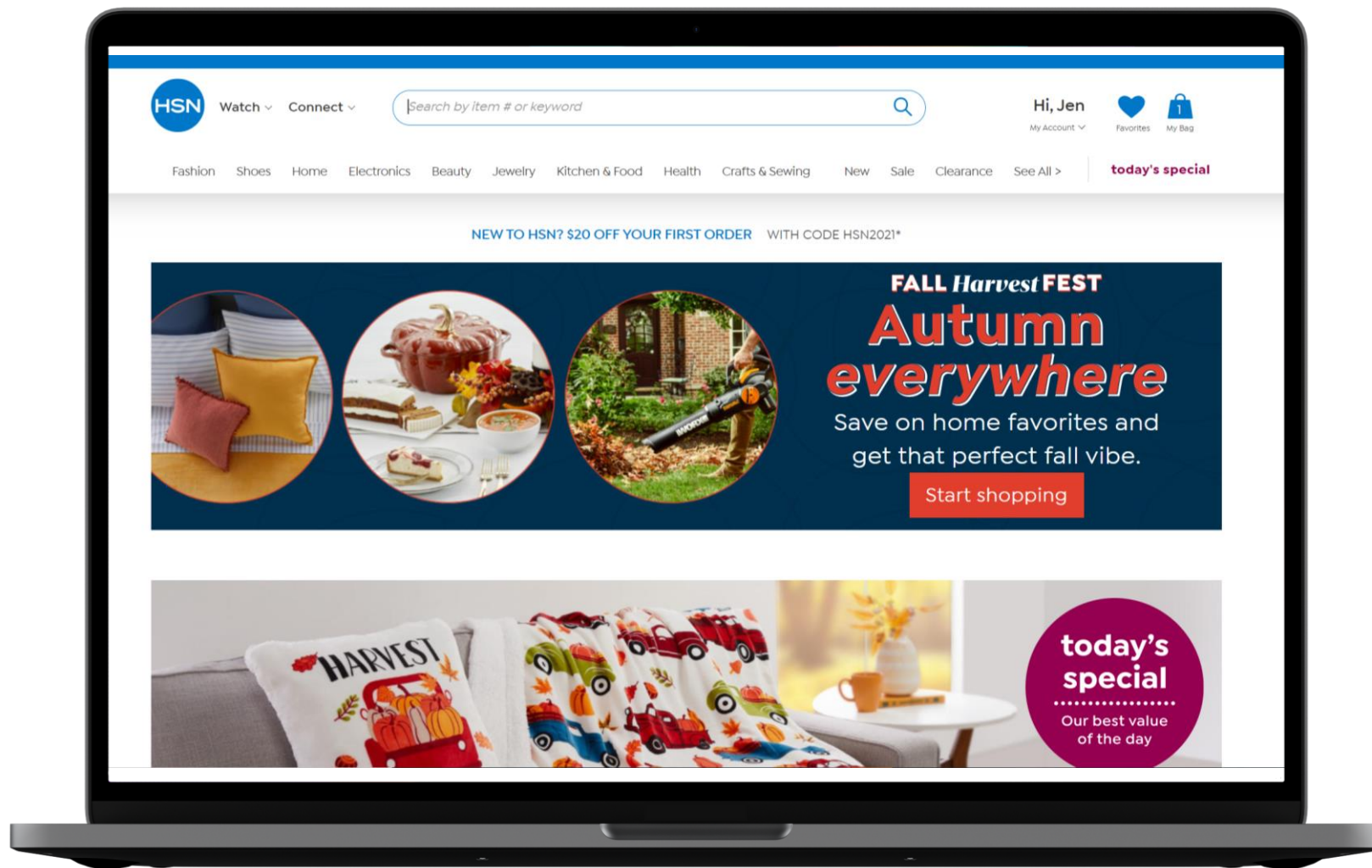
**Sign up for
Verizon's Auto Pay.**

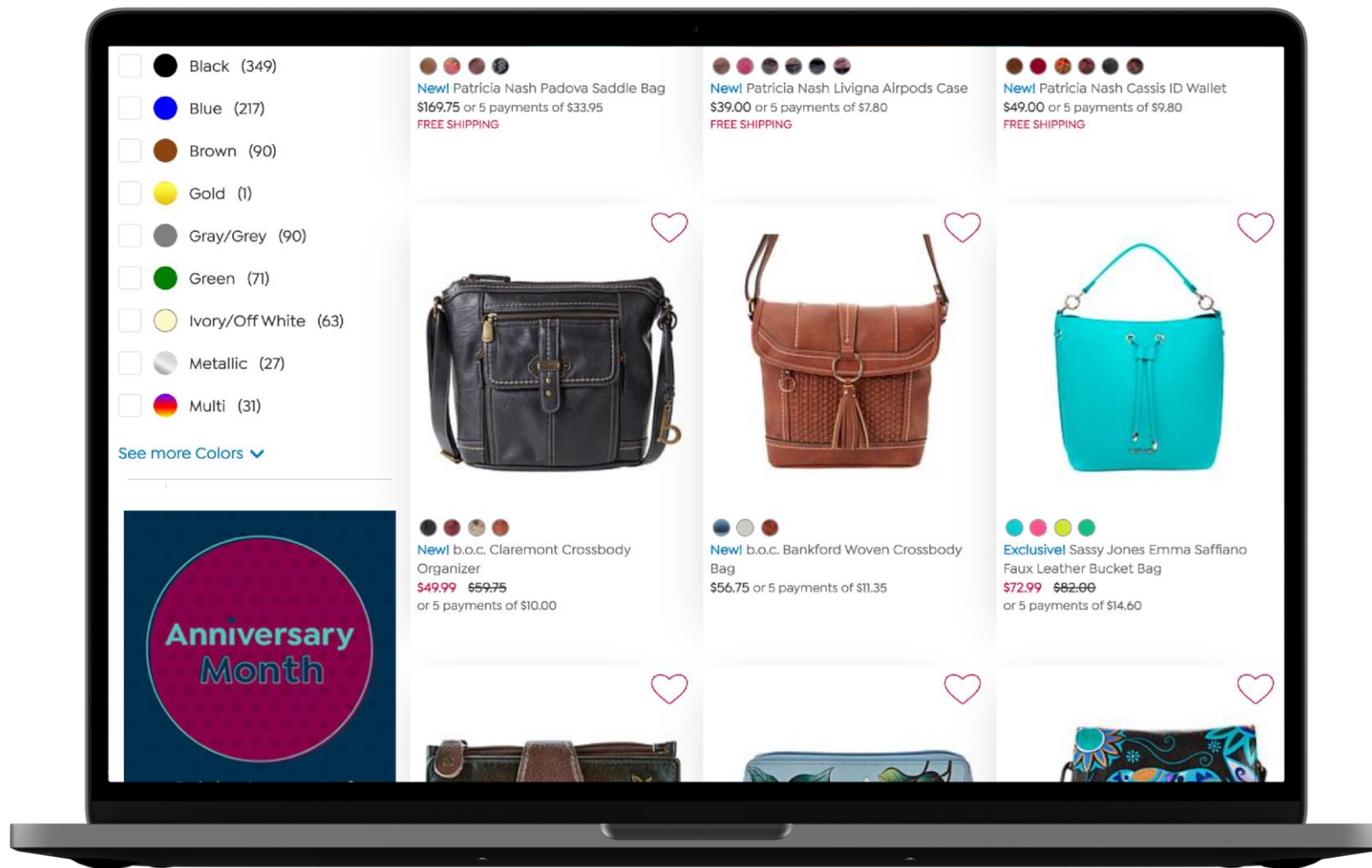


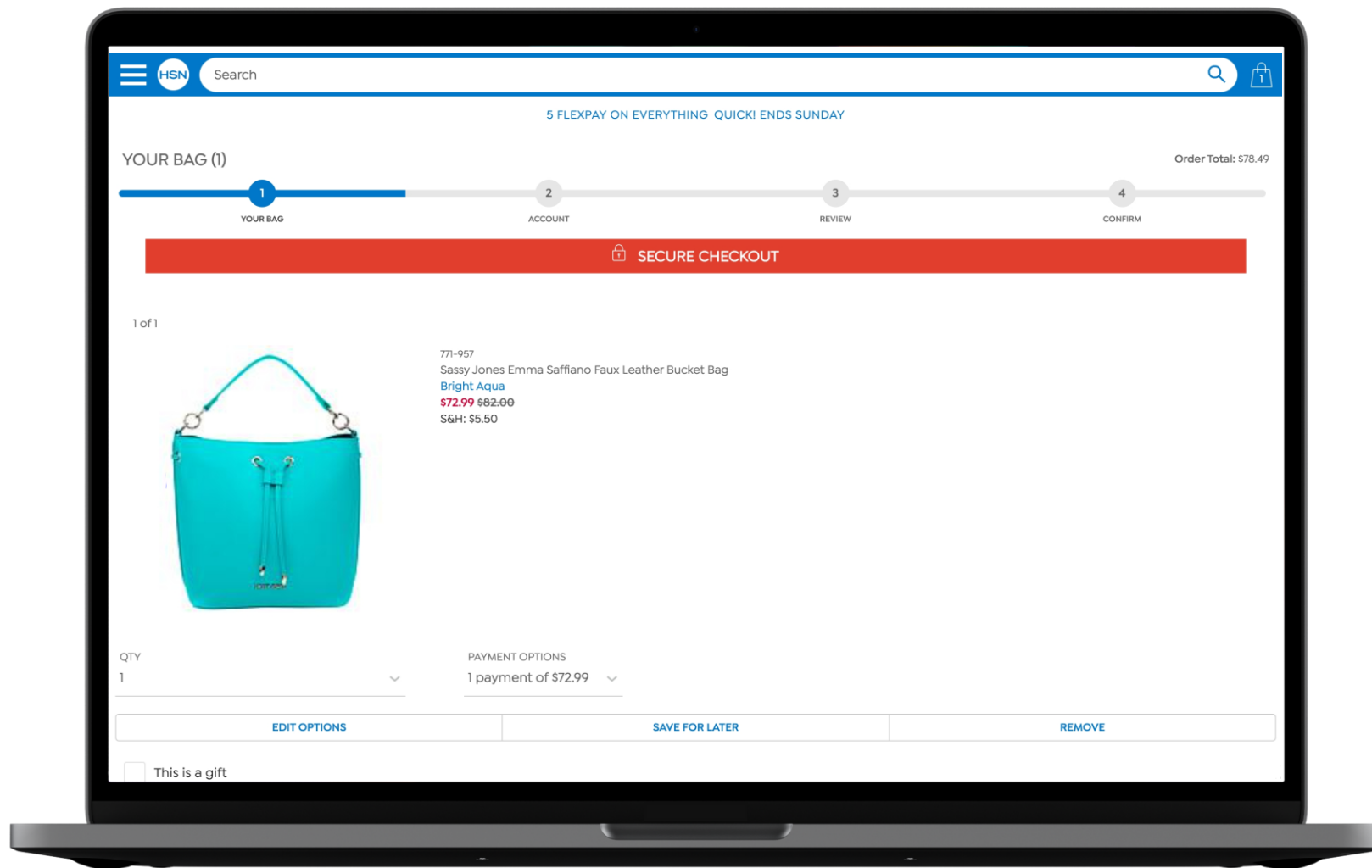
Save up to \$10/month

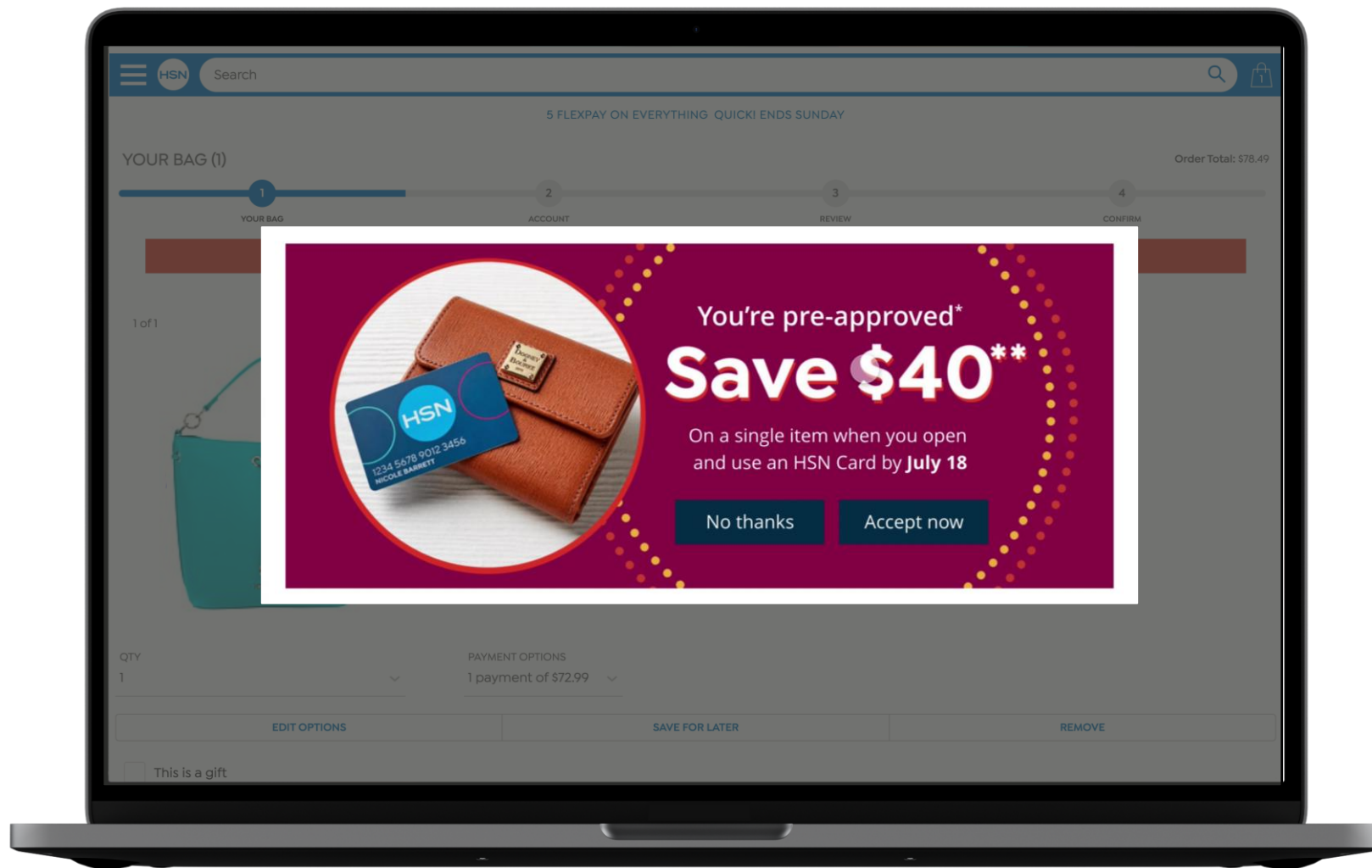
per line or account, up to 10 lines max
with select plans.

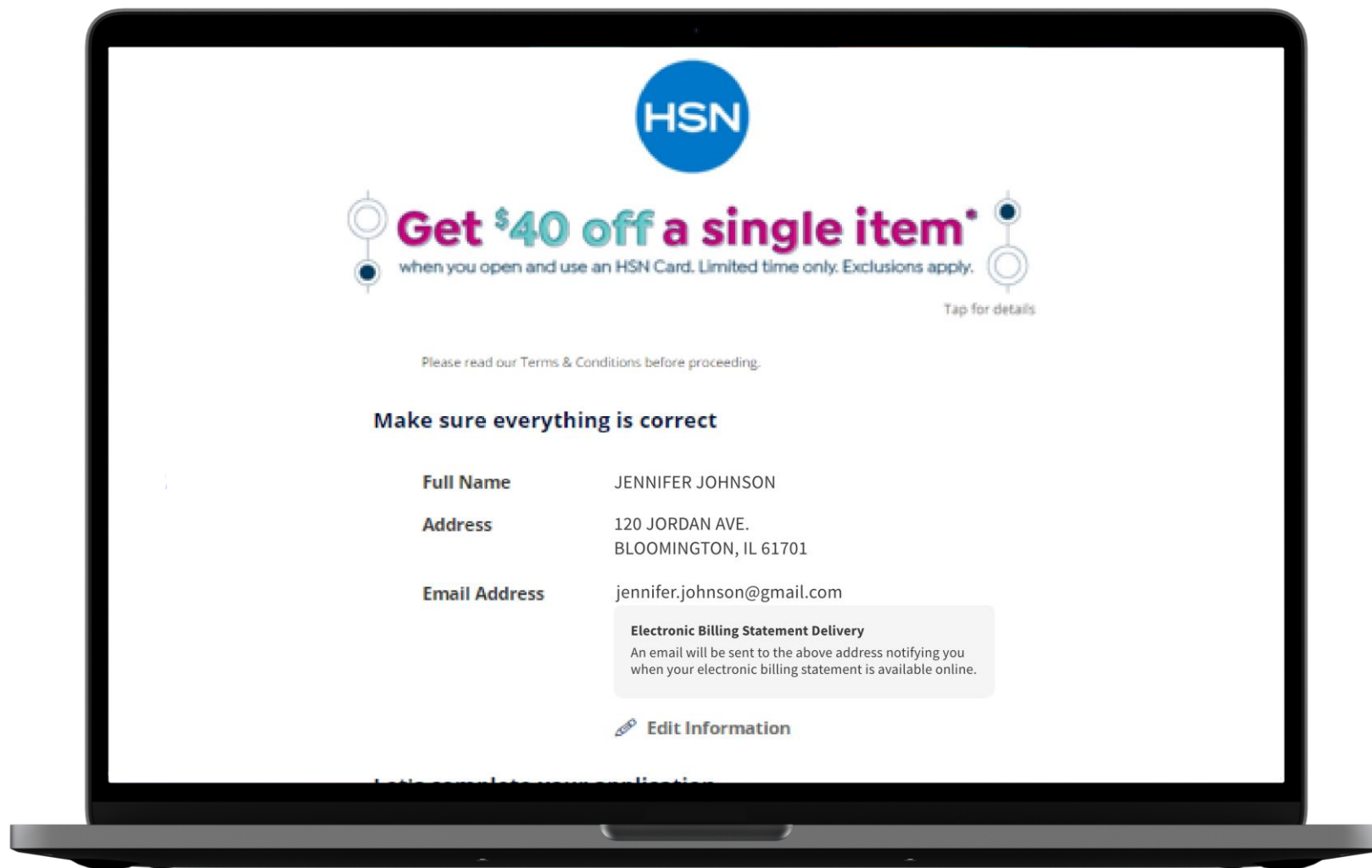














Hooray, you're an HSN Card VIP!

Please see below for your coupon code

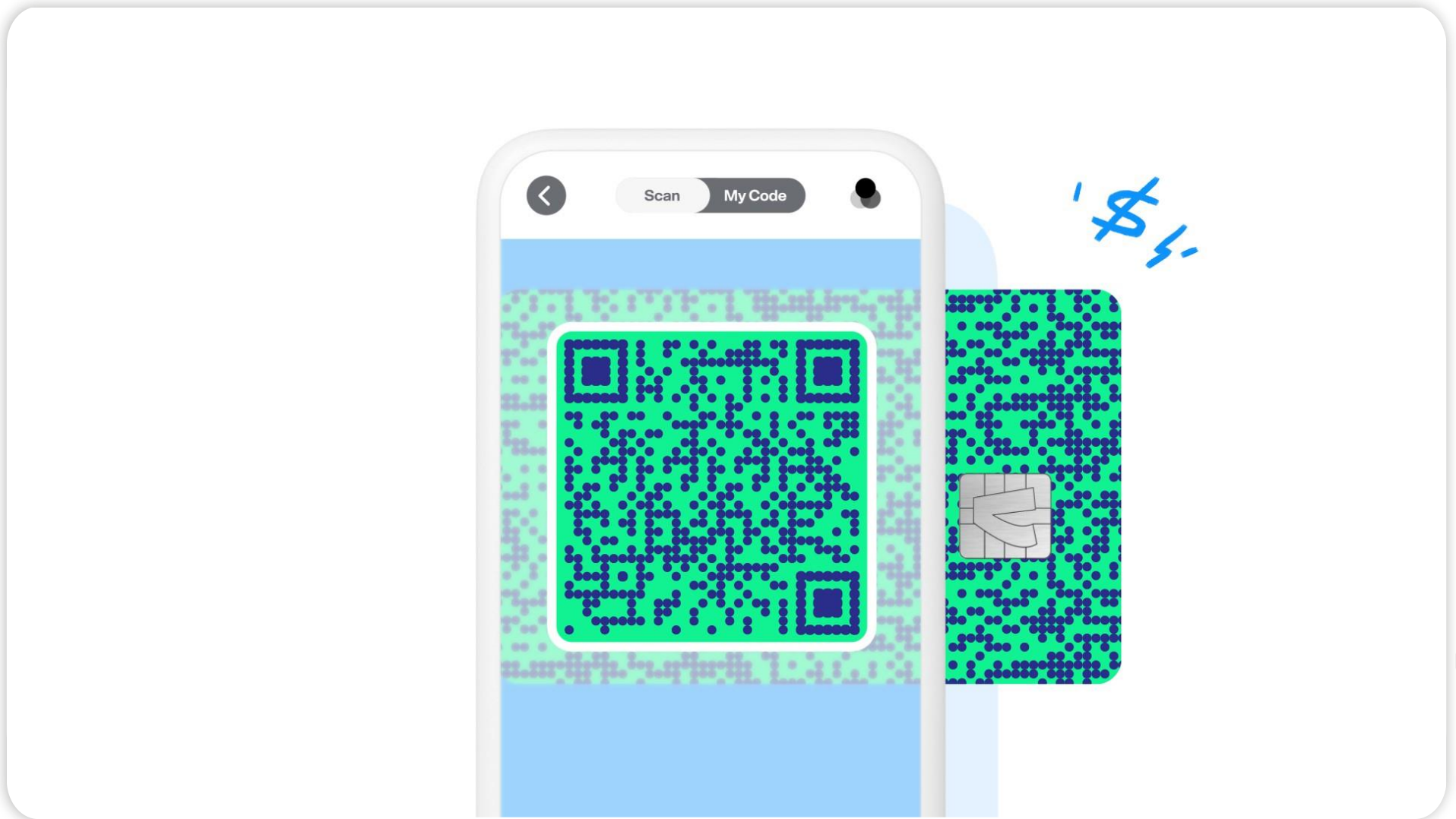
[Tap for details](#)

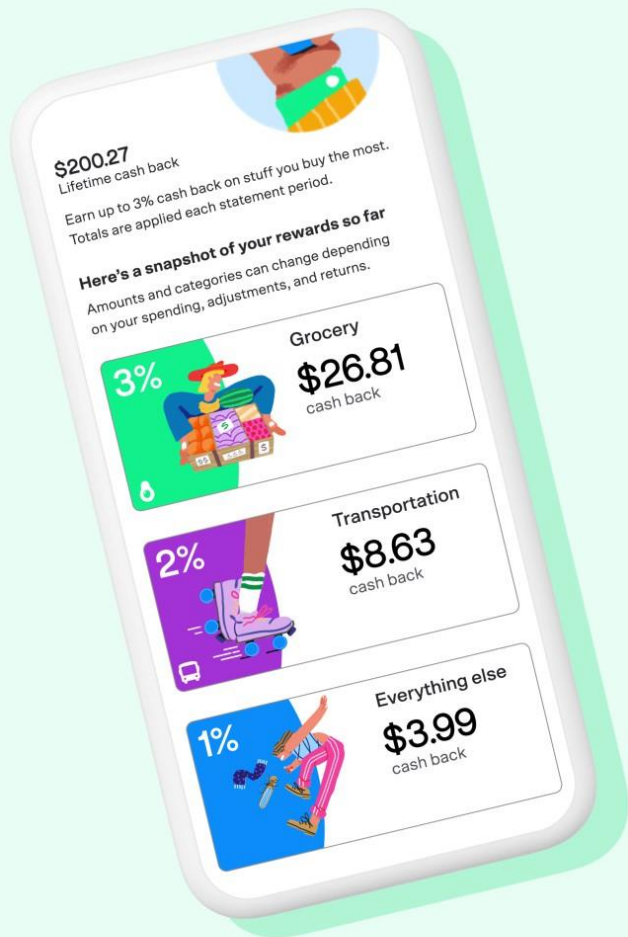
**Congratulations,
Jennifer Johnson!**

Your application has been
approved for the HSN credit card!

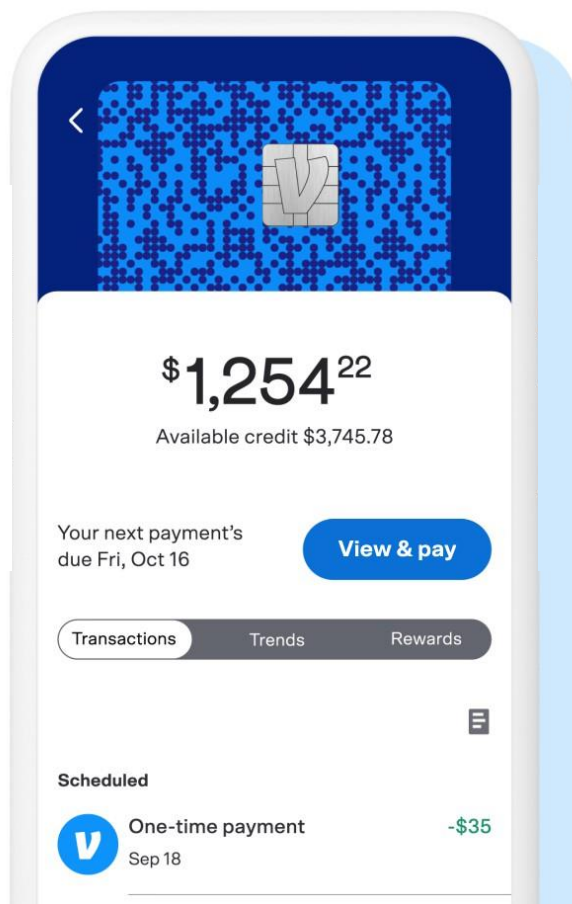


Temporary Account Number
1234555599999999






**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

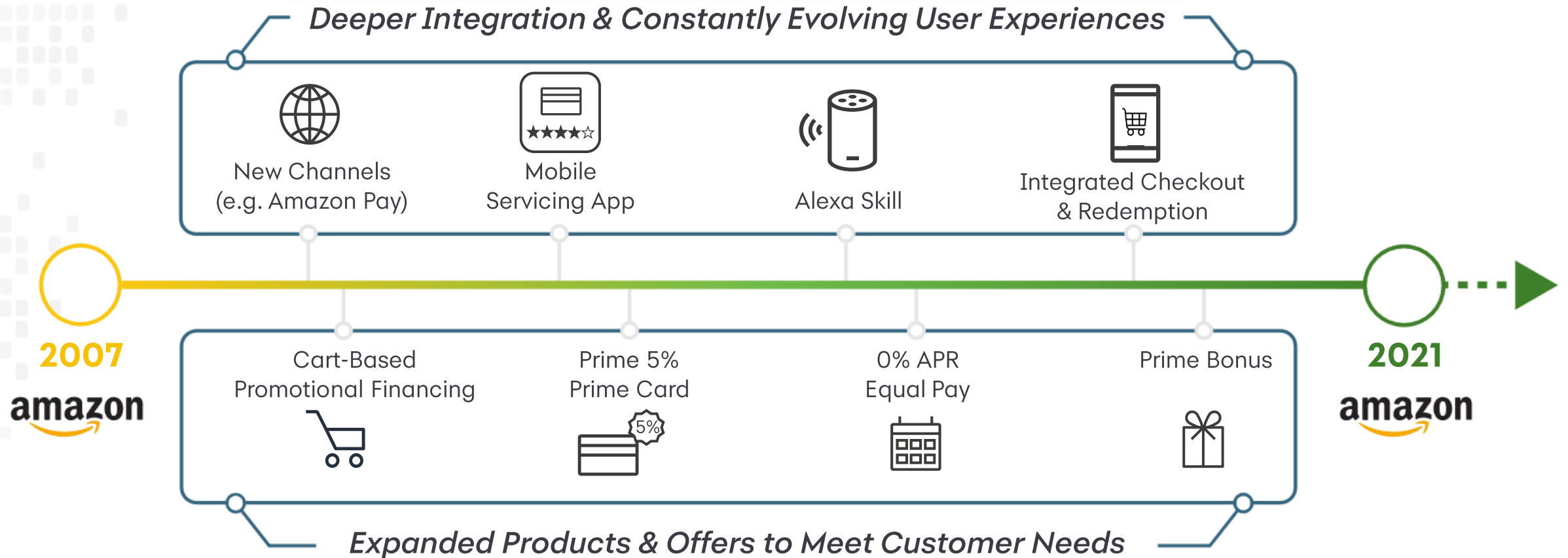
Partner-native servicing

"I want to pay my credit card bill"

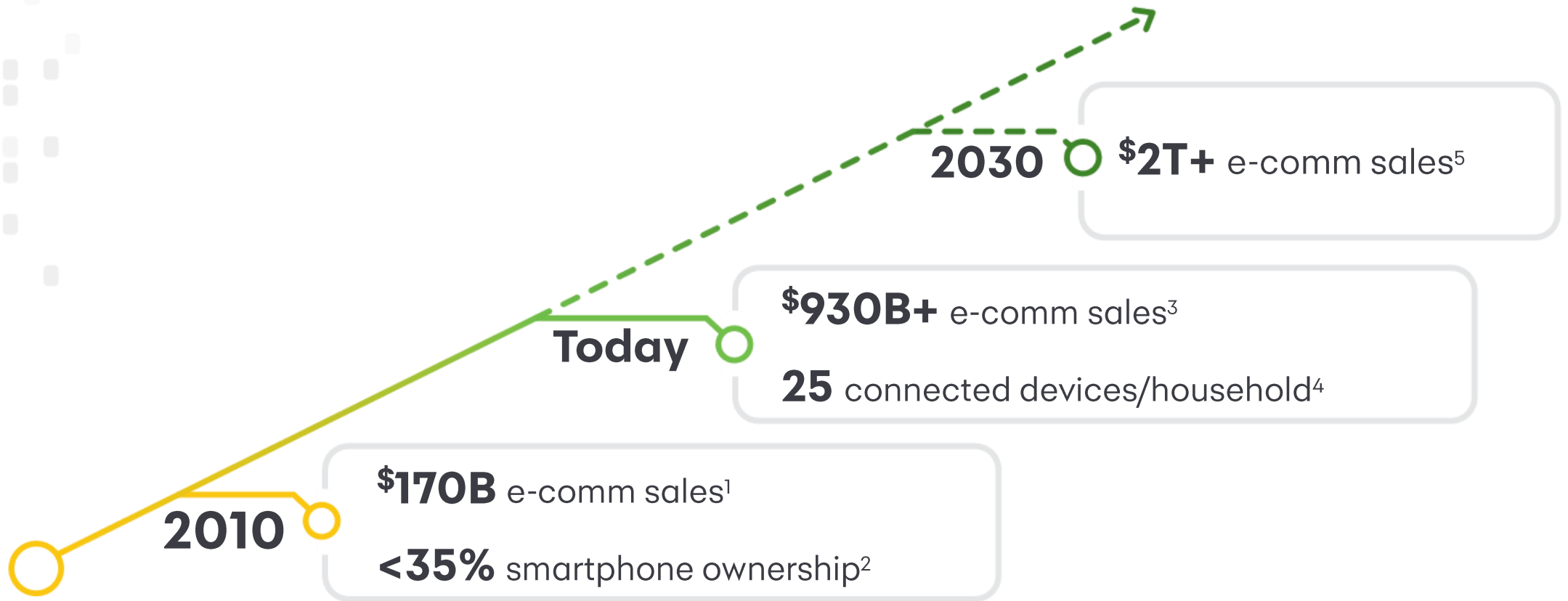


**Embedded within digital partner environments,
leveraging core Synchrony tech stack**


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 ...



... and Powers Our Strong Foundation

Power of Partner Model

Active Accounts	65+ Million
Partner Locations	448,000+
Transactions	~2 Billion (FY 2019)
Digital Applications	55%

As of 2Q'21 unless otherwise noted

Strength in Customer Relationships

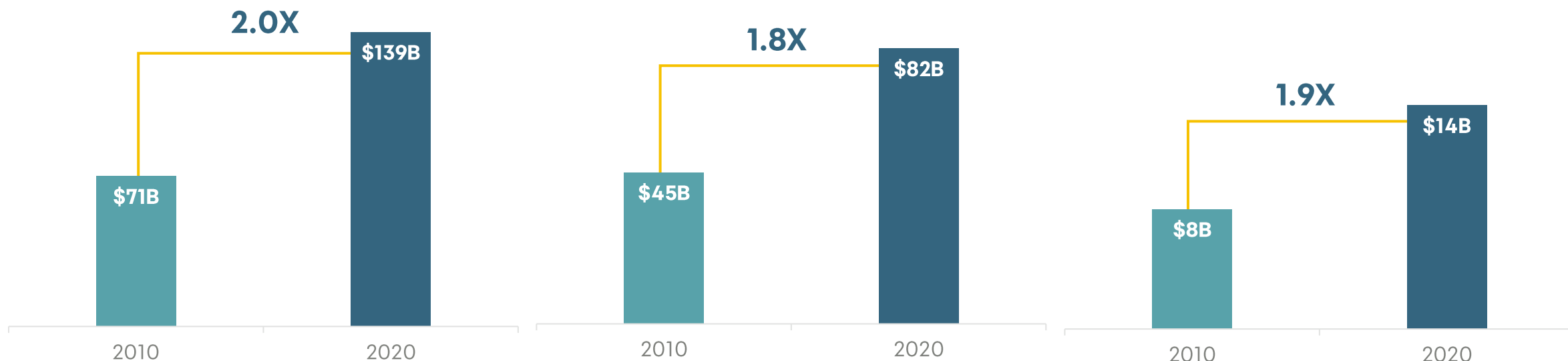
Products per Bank Customer	~2
Bank Customers Who Have Credit Products	>40%
Average New Accounts per year ¹	~25 Million
Average Length of Credit Card Relationship ²	10+ Years

Achieved Significant Growth in the Last Decade ...

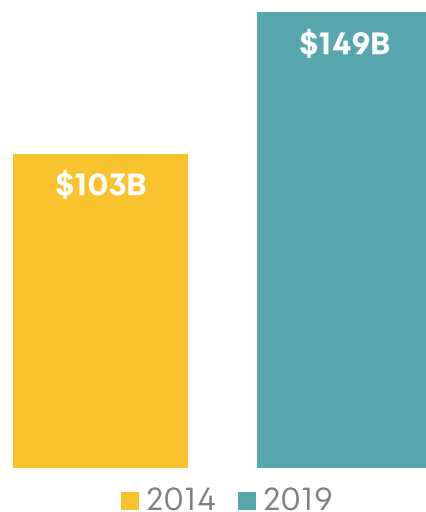
PURCHASE VOLUME

EOP RECEIVABLES

NET INTEREST INCOME



... and Consistent Growth since IPO (Pre-Pandemic)



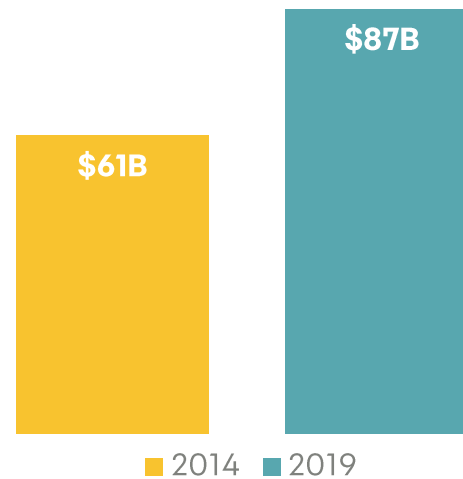
Purchase Volume

+8% CAGR

Synchrony

+4% CAGR

Direct Peers



EOP Receivables

+7% CAGR

Synchrony

+5% CAGR

Direct Peers



Net Interest Income

+8% CAGR

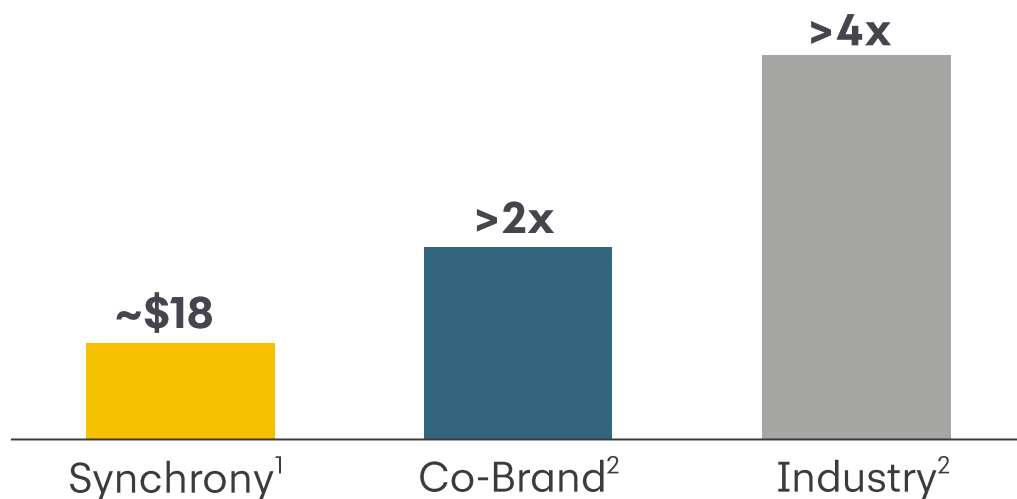
Synchrony

+8% CAGR

Direct Peers

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

Cost To Acquire



- Acquiring a highly engaged customer
- Powering greater utilization and value through our multi-product strategy & compelling value propositions
- Yields **15-20x** lifetime value per account

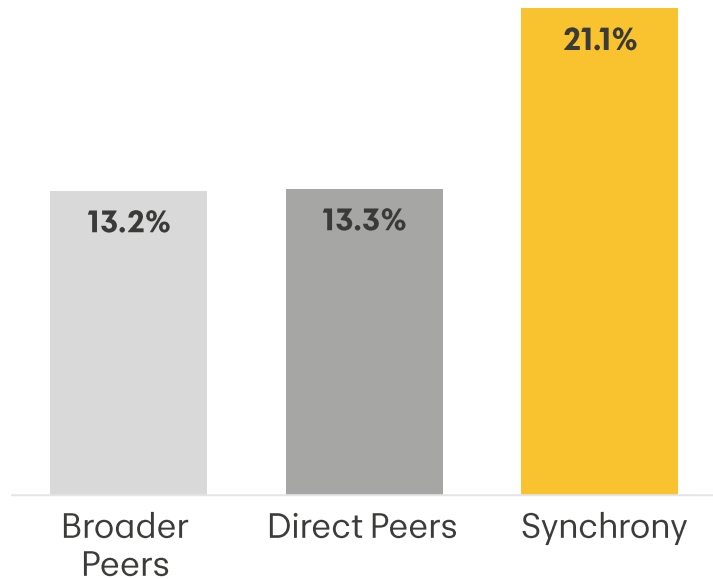
~\$350+

Lifetime Value of an Account³

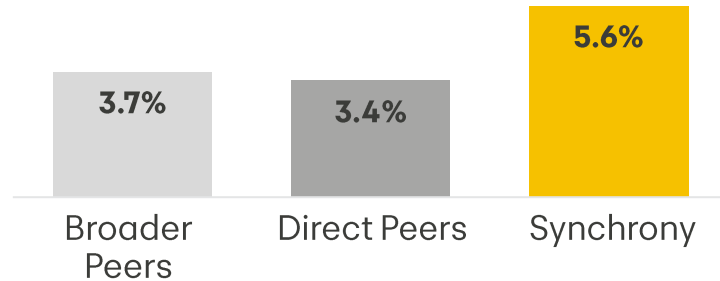
...with Superior Risk-Adjusted Margins

All comparisons based on FY2019

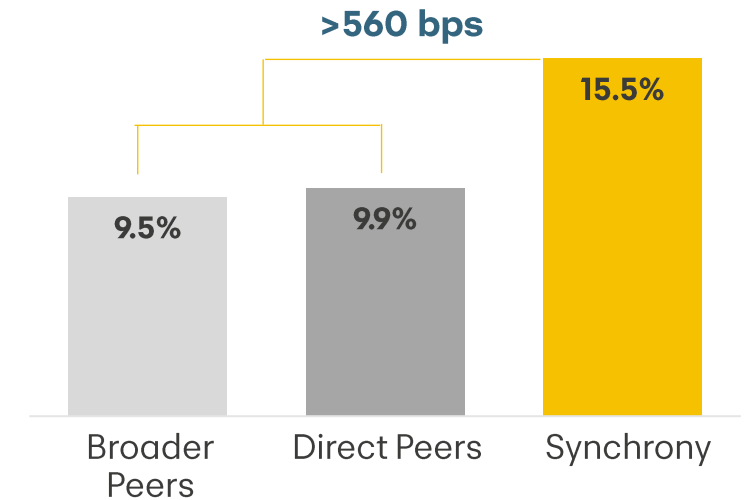
Interest & Fee Yield



Net Charge-Offs



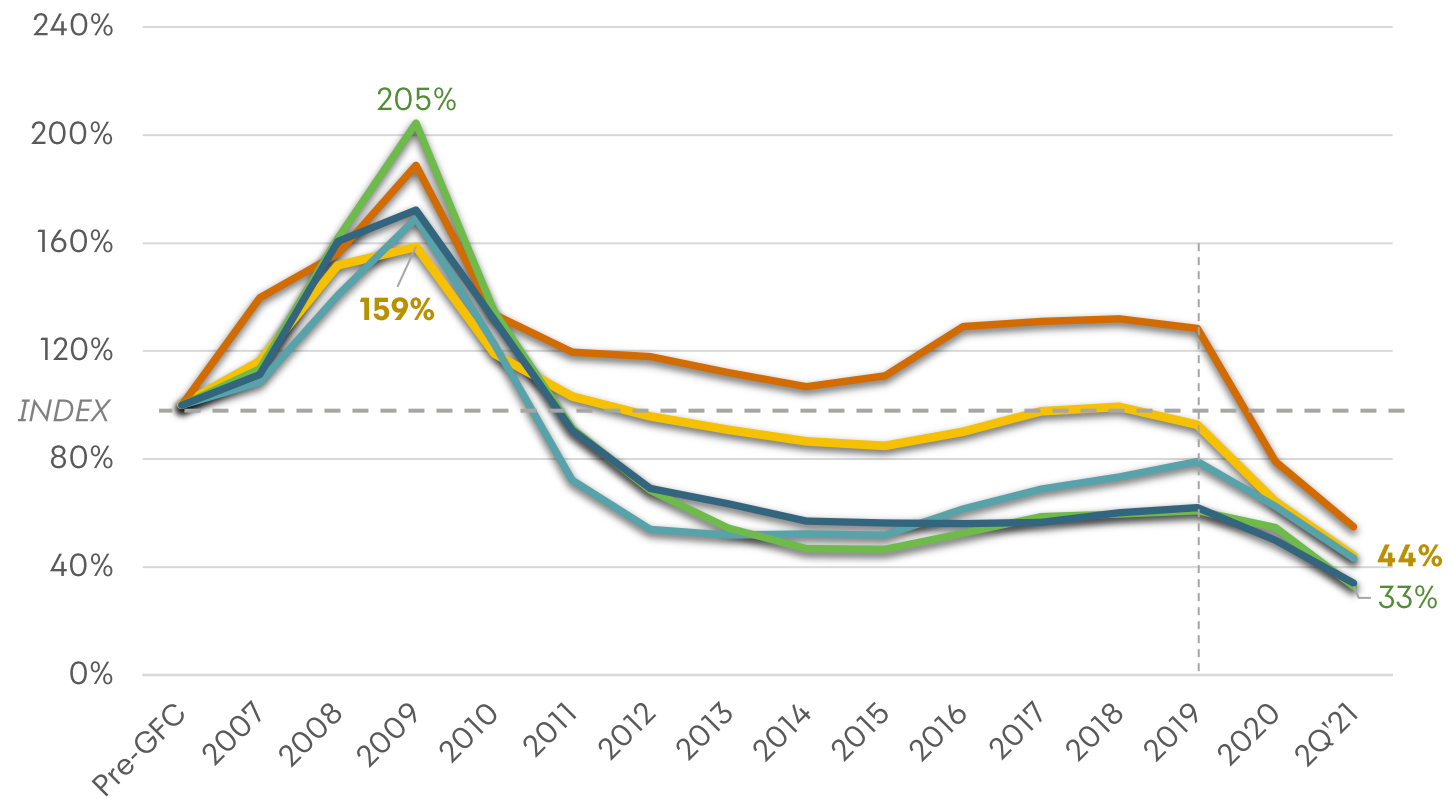
Risk-Adjusted Yield (RAY)



Delivering Consistent Loss Performance Over Time

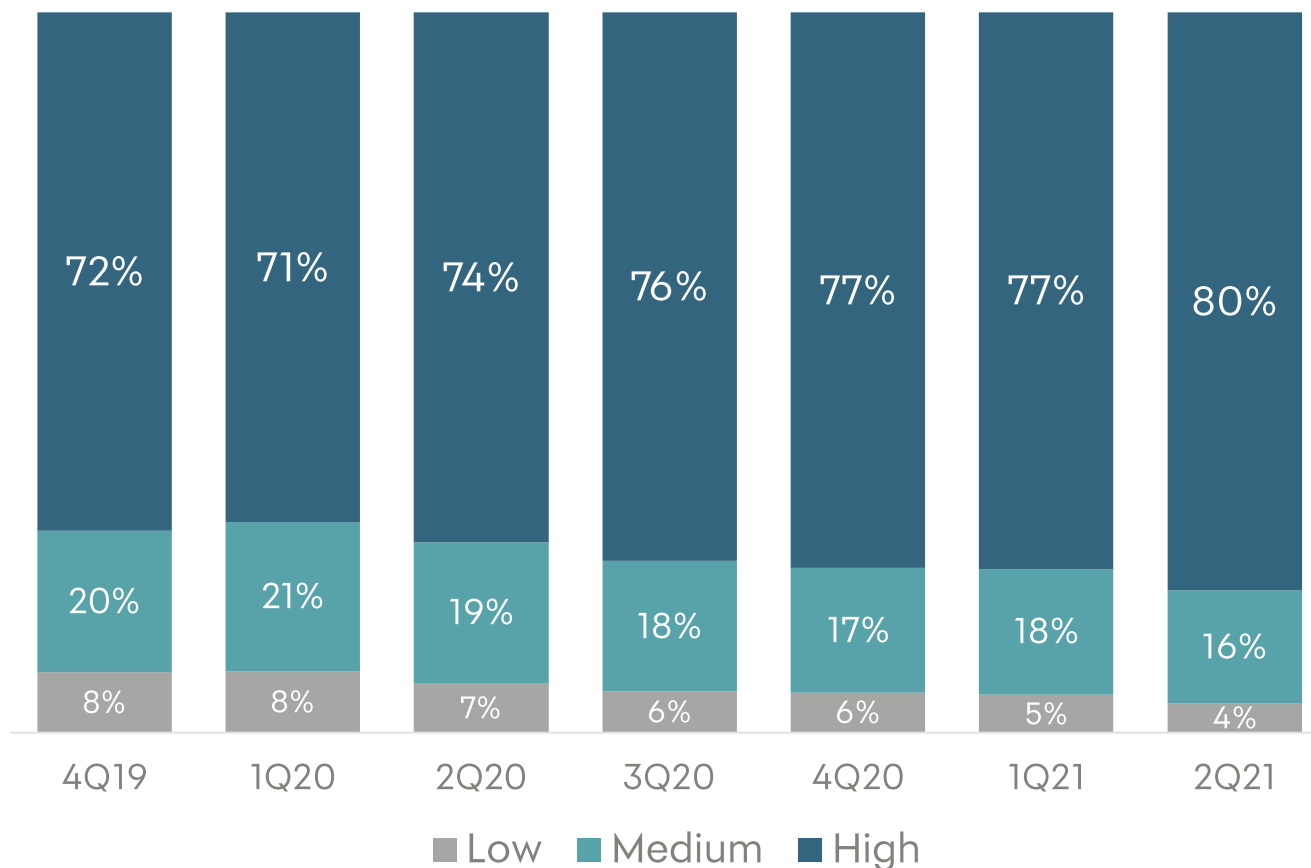
\$30+ DQ% Indexed to 1Q'07¹

—SYF —COF —DFS —JPM —CITI



- Underwrite to a Risk-Adjusted Margin at the Partner/Channel Level
- Aggregate a “portfolio of portfolios” to drive overall performance
- Enhanced data and PRISM underwriting tools should deliver increased growth at similar loss profile

Effectively Managing Our Portfolio Through the Pandemic¹

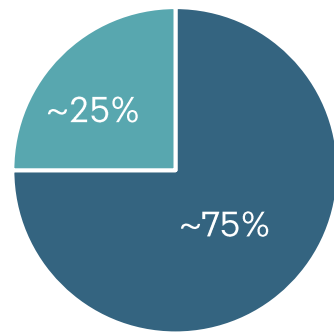


20% Subprime 2Q'21, 6% down YoY

- Refined underwriting as we entered pandemic
- Offered payment deferrals through Oct'20 then reverted to standard payment plans
- Monitoring longer term forbearance "off us"
- Began adjustments to underwriting starting in late 1Q'21 based on performance

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

RSA Payout Types



■ Sharing Arrangements ■ Volume

Primary — Sharing Arrangements ensure profitability focus

Secondary — Volume drives our focus on growth

General RSA Components¹



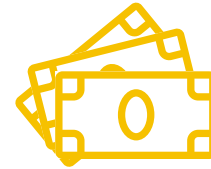
Net Interest &
Fee Yield



Interchange
and Royalty



Provision for
Loan Losses



Expenses

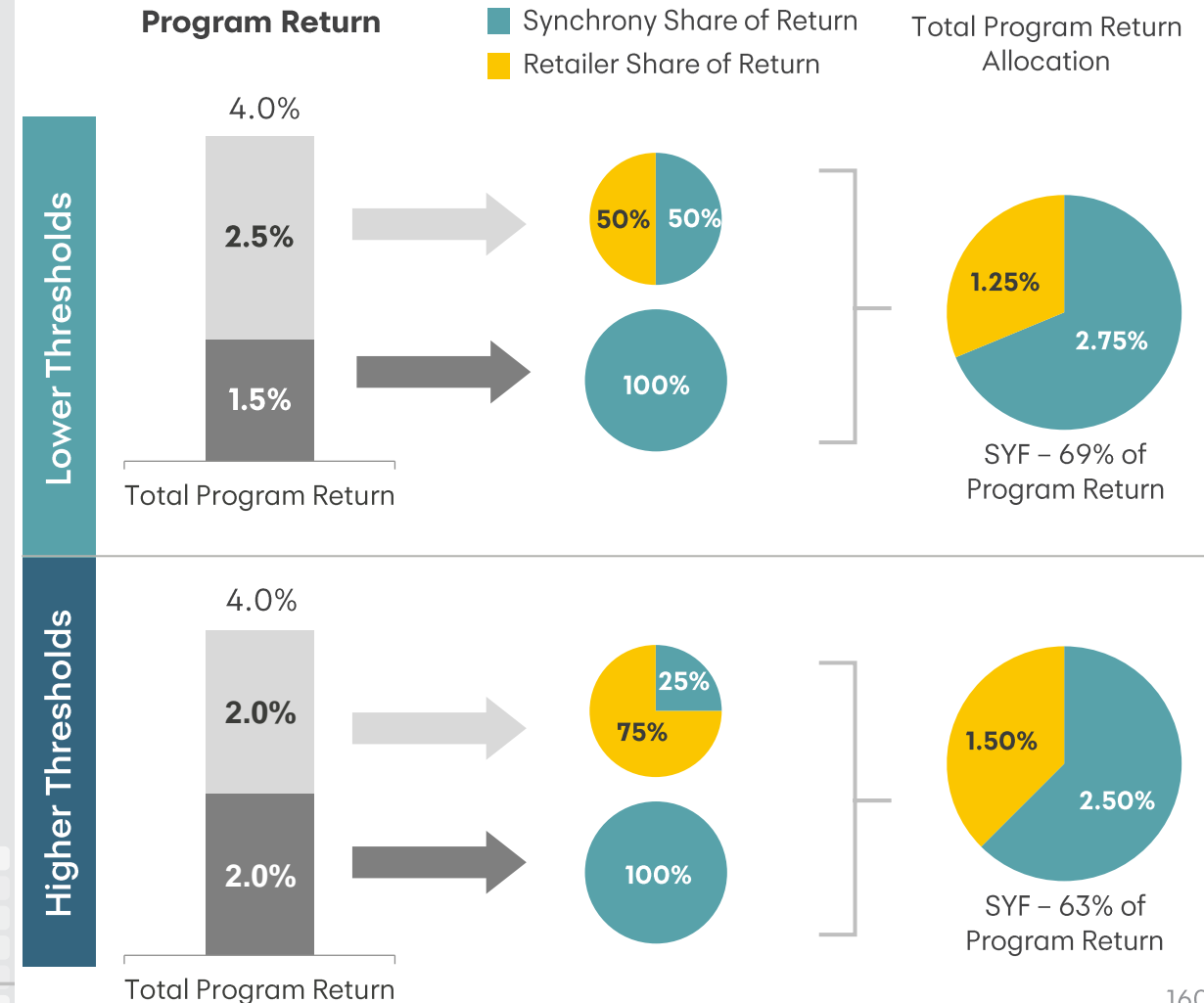
- Aligns interests of the parties
- Leads to stronger and long-lasting relationships
- Designed to provide upside participation for partners, and provide downside protection to SYF

Total RSA is a factor of Growth and Financial Performance

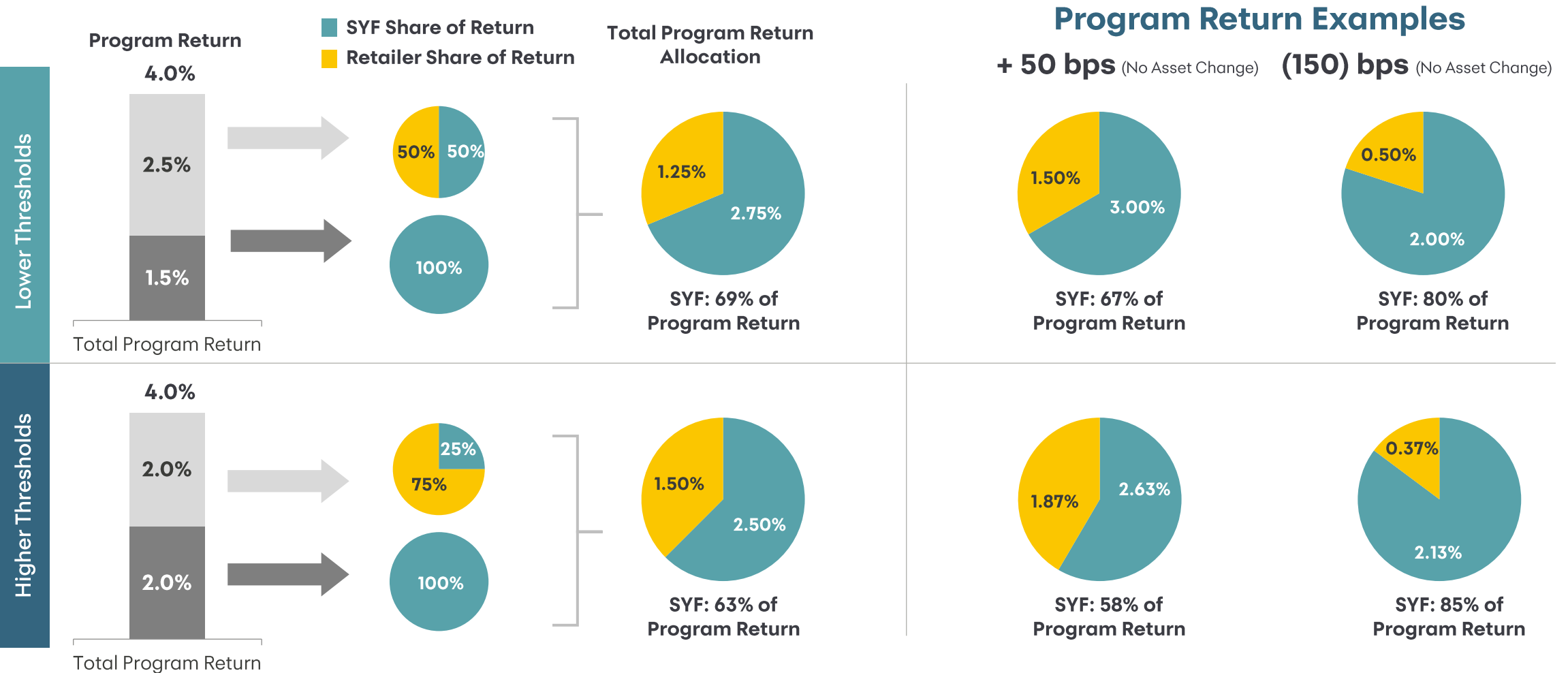
The Fundamental RSA Construct Remains Intact

- 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

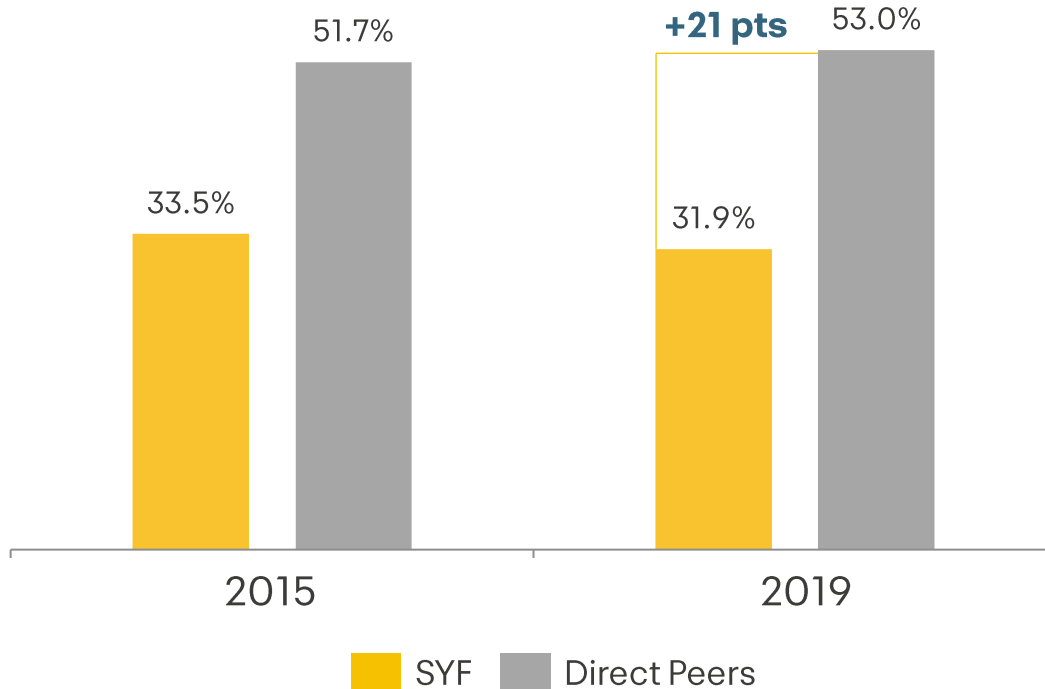


Impact to RSA is More Sensitive in Dynamic Times



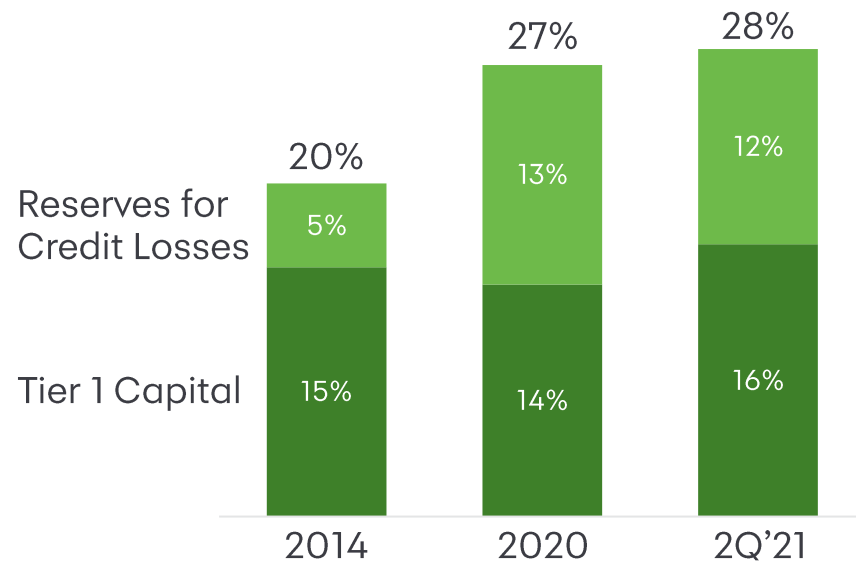
Our Core Differentiators and Diligent Focus Power Our Efficiency

Industry Leading Efficiency Ratio

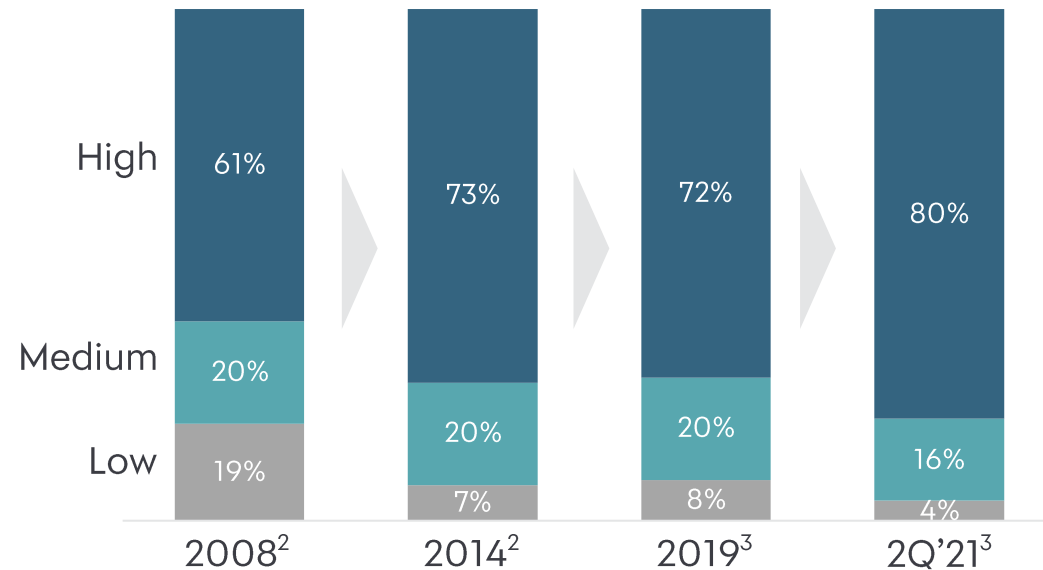


Operate with a Very Strong Balance Sheet

High Loss Absorption Capacity¹



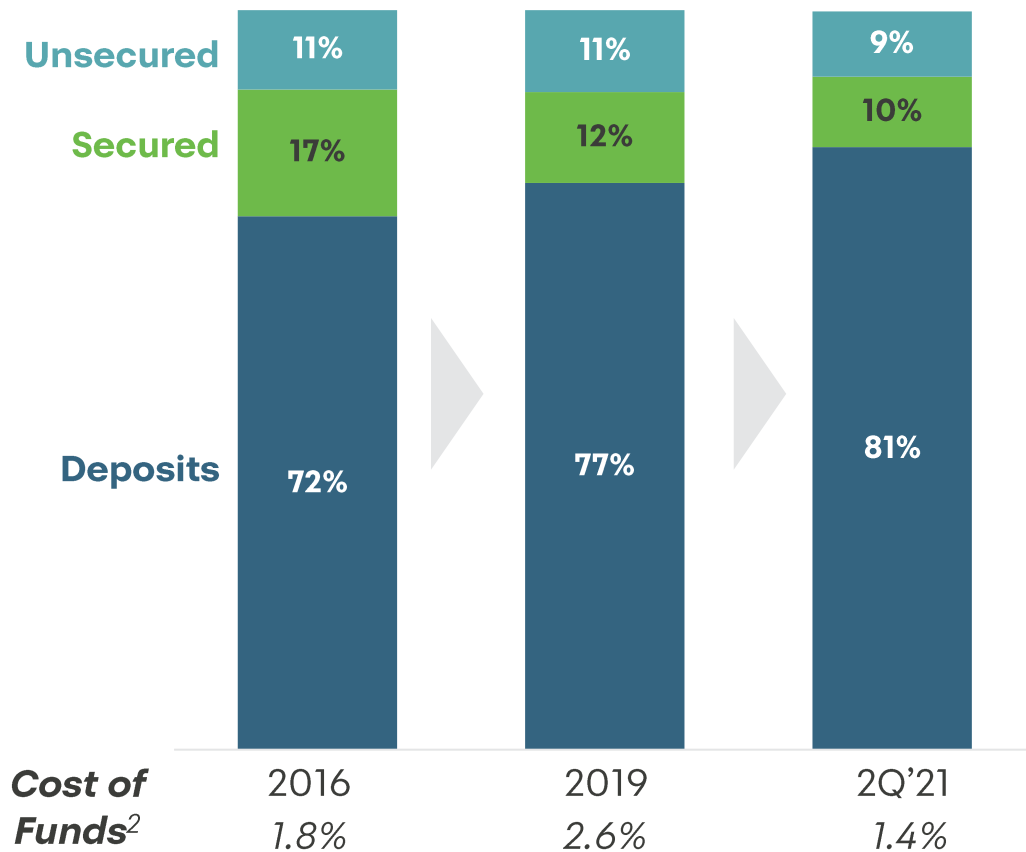
Credit Quality



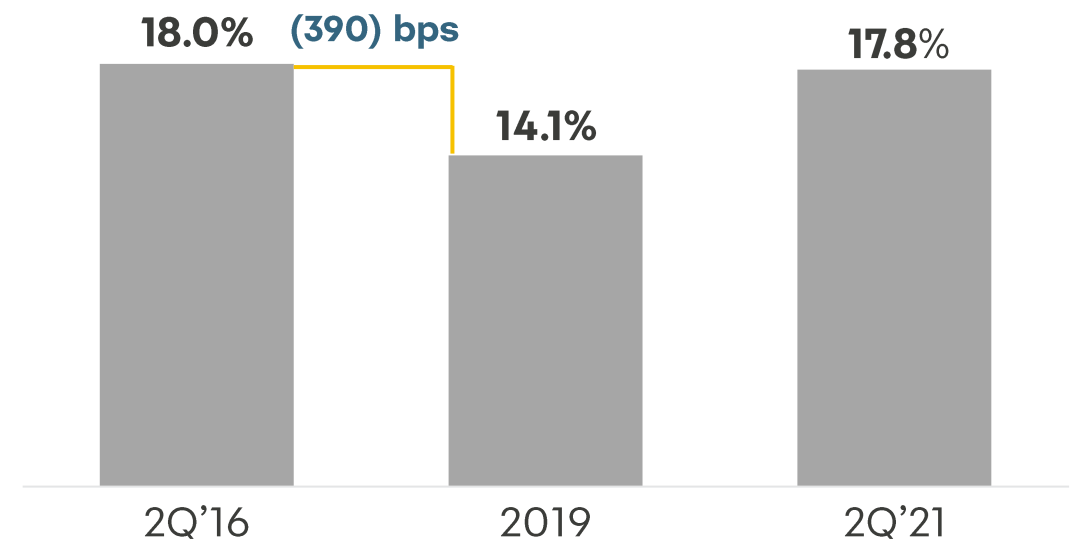
1) The "Tier 1 Capital + Credit Loss Reserve Ratio" is the sum of our "Tier 1 Capital" and "Allowance for Credit Losses," divided by our "Total Risk-Weighted Assets." Tier 1 Capital and Risk-Weighted Assets are adjusted to reflect the fully phased-in impact of CECL. These adjusted metrics are non-GAAP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

Funding Model and Capital Position Provide a Competitive Advantage

Funding Profile



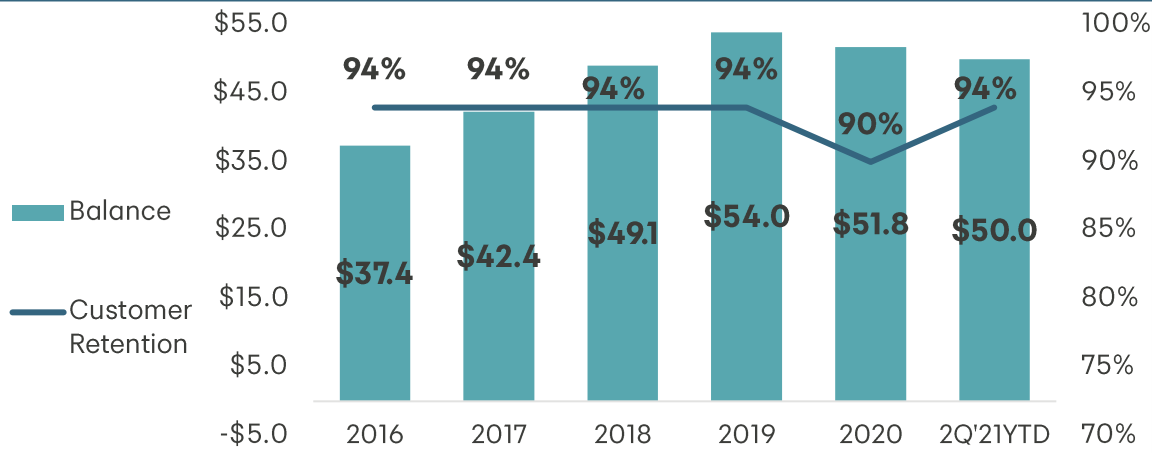
CET1 Capital Journey¹



Returned >\$11.5 billion of capital
to shareholders since IPO

Strong Digital Bank Serves as Funding Foundation

Deep Customer Relationships and Ability to Meet Funding Needs



Frictionless
digital banking
customer experience

Enhance
engagement through
new features & services

Broaden
demographic
with new products

\$50B

Direct Deposit balances

\$61K

Average Balance Per Account

~5 YEARS

Average Tenure per Customer

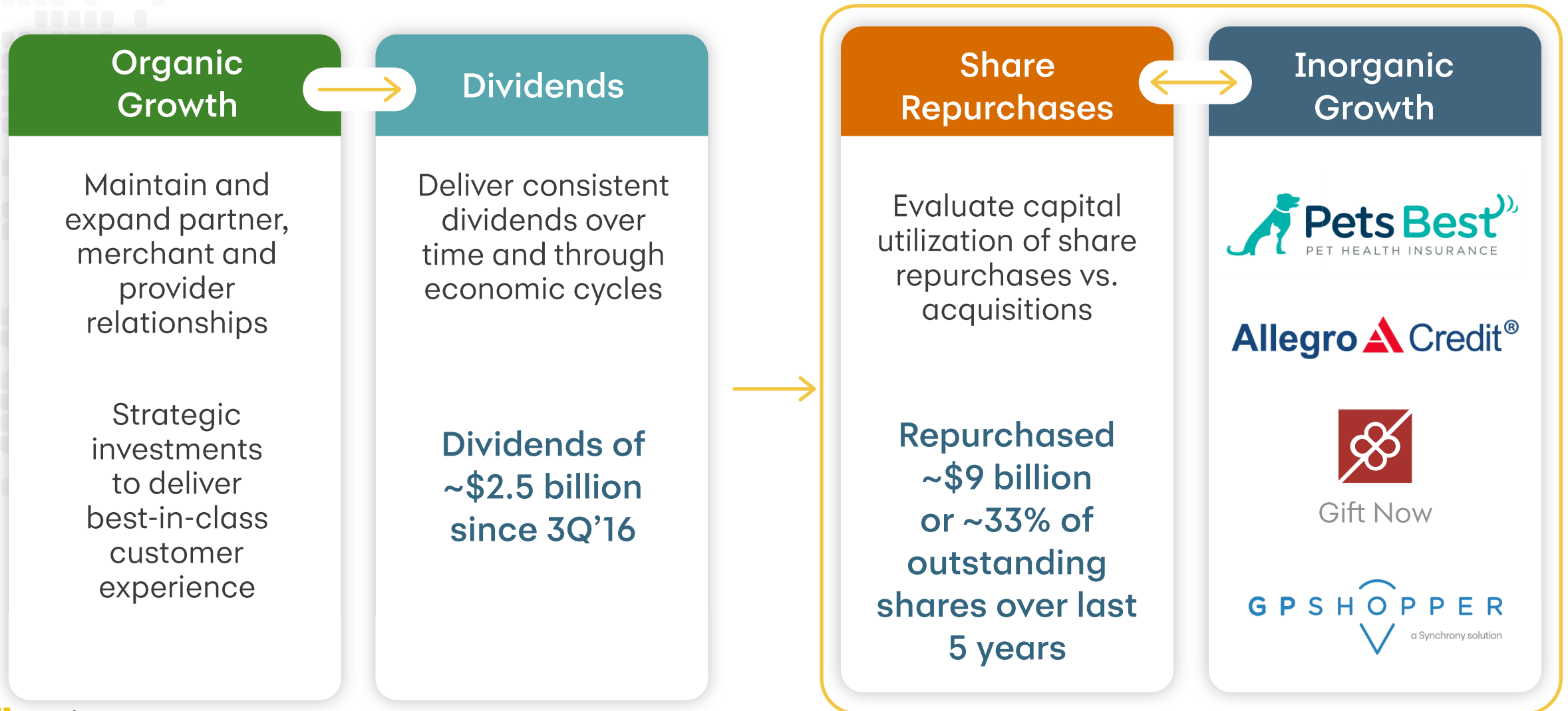
>40%

Customers Have a Credit Product

**Award-Winning
Online Bank & Strategic
Partnerships**



Executing a Disciplined Capital Allocation Strategy



Long-Term Financial Framework Should Deliver Double-Digit EPS Growth in a Normalized Operating Environment ...

Sustainable
Receivable Growth

7 – 10%

Resilient Risk-
Adjusted Margin

NIM ~16%
NCO ~5.5 - 6.0%

Retailer Share
Agreements

~4.0 – 4.5%

Operate
Efficiently

~32 – 33%

Capital Targets

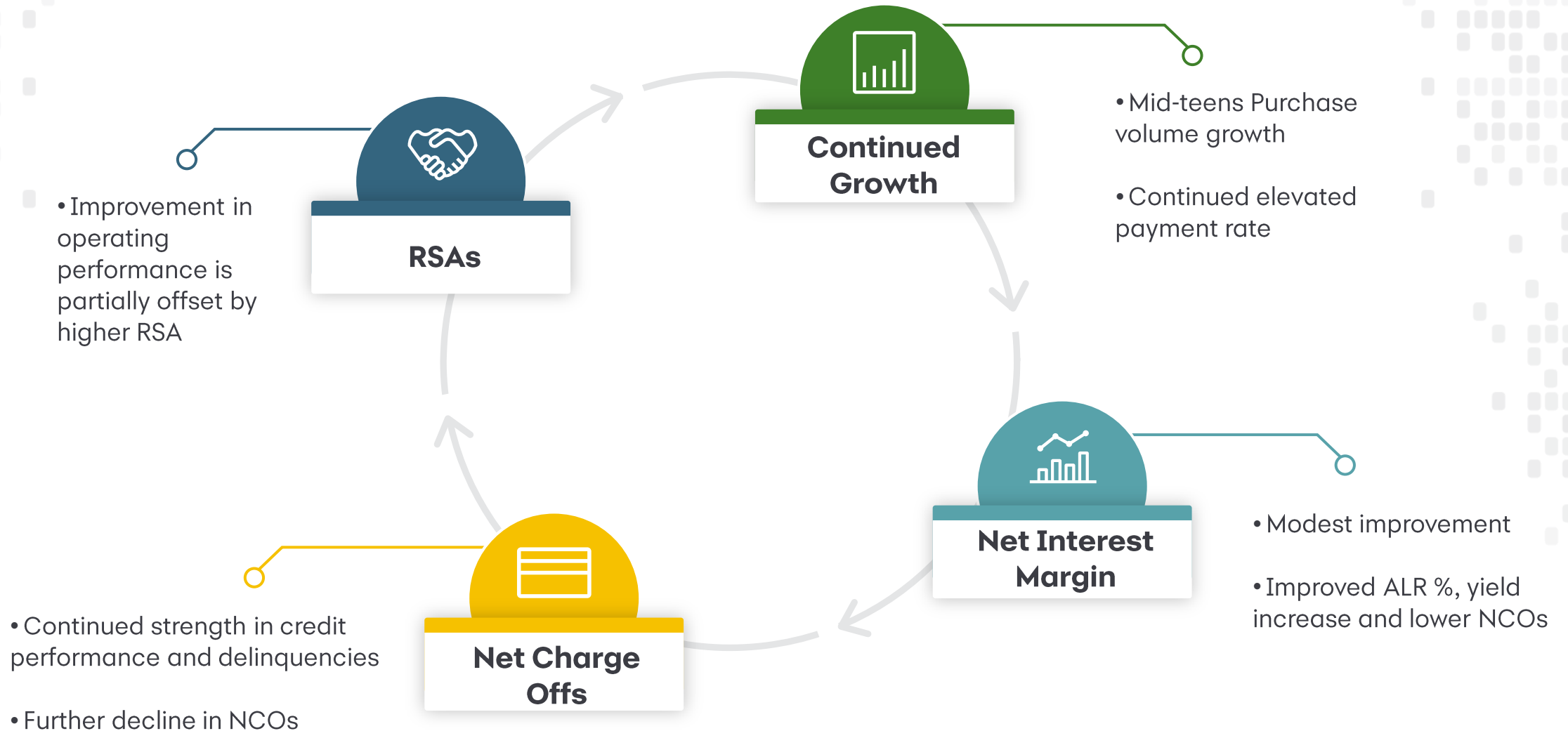
~11.0% CET1

Return Profile

~2.5+ % ROA
~28+ % ROTCE

... Powered By Our
Differentiated
Business Model

3Q'21 Framework Update...





**Diversification & multi-product strategy
delivers sustainable growth**

**Portfolio has resilient risk-adjusted yields
driven by compelling value propositions**

**RSA aligns mutual interests around
growth and financial performance**

**Business model delivers high returns
and significant capital generation**

CONCLUSION



Brian Doubles

President & Chief Executive Officer



Diversified business with deep reach gives us tremendous addressable market opportunity

Combination of our multi-product suite and innovative digital capabilities enables us to engage and serve more partners and more customers – empowering them with greater choice

Well-positioned to generate sustainable growth, attractive returns and significant capital over the long term

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

Life.
Powered by Synchrony.



End Notes

KEY TERMS

References to ‘Direct Peers’ in this presentation are to the following business units: Capital One Financial Corporation – Credit Card Business, Domestic Card; Discover Financial Services – Credit Card; and American Express Company – Global Consumer Services Group, U.S. except for references to Net Interest Income and Efficiency Ratio, where Discover data represents total company information.

References to ‘Broader Peers’ in this presentation are to the following business units: JPMorgan Chase & Co. – Consumer & Community Banking, Credit Card; Citigroup – Global Consumer Banking, North America - Citi Retail Services; Bank of America Corporation – Consumer Banking Segment, Credit Card; and Wells Fargo & Company – Consumer Credit Card

References to ‘Risk-adjusted yield’ in this presentation are to interest and fees on loans as a percentage of average loan receivables less net charge offs as a percentage of average loan receivables

The “average length of our relationship” with respect to a specified group of partners or programs is measured on a weighted average basis by interest and fees on loans for the year ended December 31, 2020, for those partners or for all partners participating in a program, based on the date each partner relationship or program, as applicable, started.



End Notes

POWERFUL FINANCIAL ECOSYSTEM

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

1) Total purchase volume and patents for period 3Q 2014 through to 2Q 2021; Loans Receivable and Active Accounts as of 2Q 2021.

At Attractive Risk-Adjusted Returns

1) Direct peer information for year-ended December 31, 2019



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

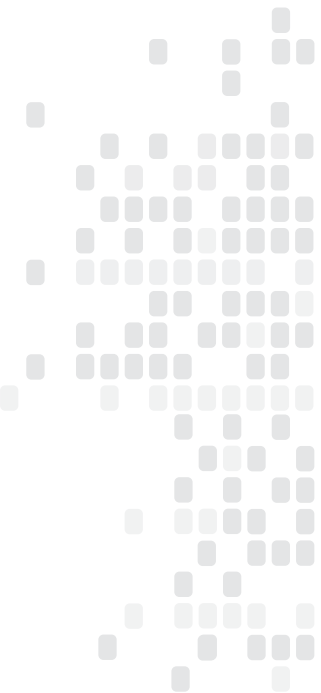
1) Ratios based upon Synchrony internal analysis. Synchrony cost to partner estimated based on short-term PLCC promos. “BNPL providers” represent average statistics across three Pure-Play BNPL Issuers – AfterPay, Quadpay and Sezzle, sourced from public company filings and press releases.



End Notes

TECHNOLOGY: POWERING THE FUTURE

No end notes for this section





End Notes

THE POWER OF PRISM

Delivering Consistent Loss Performance Over Time

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

Harnessing Years of Customer Data and Client Relationships

1) Include active and inactive accounts as of June 30, 2021.

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

1) Based upon comparison of Synchrony approval rates for June '21 vs June '20

Centralized Authentication Process Drives ...

1) Estimated incremental sales for the year ended December 31, 2021

2) Estimated benefit for the year ended December 31, 2021

Holistic Customer Management Yields Incremental Sales with Lower Risk

1) Based upon Synchrony internal analysis

2) Based upon transactional fraud expense incurred for the month ended June 30, 2021 compared to prior year period.



End Notes

HEALTH & WELLNESS PLATFORM

Expansive Network Powers Growth for Providers

- 1) As of July 2021, based on provider locations and Health & Wellness industry research.
- 2) As of quarter ending June 30, 2021; excludes Dual Card/Co-Brand, installment and commercial portfolios

Core Differentiators are Hard to Replicate

- 1) Omniture web report for the year ended December 31, 2020.
- 2) Source: Q3 2020 Cardholder Engagement Study by Chadwick Martin Bailey.

Delivering Tangible Value to Partners

- 1) Source: CareCredit provider satisfaction survey, June 2021.

Delivering Seamless Patient Financial Experiences

- 1) Source: Q3 2020 Cardholder Engagement Study by Chadwick Martin Bailey. "NPS" - Net Promoter Score

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

- 1) Source: North American Pet Health Insurance Association (NAPHIA) 2020.



End Notes

HOME & AUTO PLATFORM

Deep Domain Expertise Drives Value

- 1) For the quarter ended June 30, 2021; excludes Dual Card/Co-Brand, installment and commercial portfolios
- 2) Time between dealer accepting terms and being approved
- 3) For the year ended December 31, 2020

Home Vertical is Well-Diversified with Considerable Runway

- 1) For the quarter ended June 30, 2021; excludes Dual Card/Co-Brand, installment and commercial portfolios
- 2) For the year ended December 31, 2020

Home Vertical is Deep and Positioned to Win - Partners

- 1) Source: Home Improvement Research Institute

Home Vertical is Deep and Positioned to Win – Dealers, Contractors & Original Equipment Manufacturers (OEMs)

- 1) As of June 30, 2021
- 2) For six months ended June 30, 2021 compared to prior year period
- 3) As compared to non-D2D applications for eight weeks ended August 21, 2021

Home Vertical is Deep and Positioned to Win – Home Network

- 1) As of June 30, 2021
- 2) As of December 31, 2020

Leading Provider of Auto Care Financing

- 1) For the quarter ending June 30, 2021; excludes Dual Card/Co-Brand, installment and commercial portfolios
- 2) For the year ended December 31, 2020

Synchrony Car Care: A Powerful Industry Network

- 1) As of December 31, 2020
- 2) As of June 30, 2021
- 3) Excluding gas purchases



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

LIFESTYLE PLATFORM

Broad Partner Spectrum Across a Diverse Set of Industries

1) As of June 2021

Powering Scalable Solutions for Our Partners and Customers

1) Time between dealer accepting terms and being approved

2) Source: RTI Research Seventh Annual Major Purchase Consumer Study – Fine Jewelry Industry

Serving a Large and Fragmented Market

1) For the year ended December 31, 2020

2) Based upon Synchrony internal analysis

Significant Growth Opportunities

1) Synchrony internal analysis, based on conversion rates and average ticket sizes

2) Non-Synchrony Partner national lifestyle specialty retailers. Source: Companies' 10K filings

3) Average dealer locations/storefronts added since Jan 2019, per year



End Notes

DIGITAL PLATFORM

Highly Engaged Customers, Partnerships That Span Decades

1) Based on annualized 2021 data

Clear Path to Expand Growth

1) Source: U.S. Census

2) Source: public filings and company websites

Digital Commerce Will Continue to Grow

1) U.S. Census Adj. Retail Sales

2) Among U.S. adults, source: Pew Research

3) eMarketer estimate for 2021 total e-comm sales

4) Across 14 device categories including laptops, smartphones, video streaming devices, game consoles, fitness equipment, etc., source: Deloitte 2021 Connectivity and Mobile Trends

5) Estimate, assuming e-comm continues to grow 9% or more annually through 2030

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 2Q’21 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

Non-GAAP Reconciliation

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

	At Dec 31		At Jun 30
	2014	2020	2021
Tier 1 Capital.....	\$9,277	\$13,525	\$14,671
Less: CECL transition adjustment.....	-	(2,686)	(2,376)
Tier 1 capital (CECL fully phased-in).....	\$9,277	\$10,839	\$12,295
Add: Allowance for credit losses.....	3,236	10,265	9,023
Tier 1 capital (CECL fully phased-in) plus Reserves for credit losses.....	\$12,513	\$21,104	\$21,318
 Risk-weighted assets.....	 \$64,162	 \$80,561	 \$78,281
Less: CECL transition adjustment.....	-	(2,477)	(2,166)
Risk-weighted assets (CECL fully phased-in).....	\$64,162	\$78,084	\$76,115