



# SUPPLIER WELCOME PACKAGE

## Welcome to Synchrony!

Thank you for your interest in becoming a supplier for Synchrony. We believe in engagement and building strong relationships with our customers, partners, and suppliers. This welcome package will provide you with information to start the process of establishing a relationship with us.

# WHO WE ARE



Synchrony is a premier consumer financial services company delivering one of the industry's most complete digitally-enabled product suites. Our experience, expertise and scale encompass a broad spectrum of industries including digital, health and wellness, retail, telecommunications, home, auto, outdoor, pet and more. We have an established and broad range of national and regional retailers, local merchants, manufacturers, buying groups, industry associations and healthcare service providers, which we refer to as our "partners." We connect our partners and consumers through our dynamic financial ecosystem and provide them with a diverse set of financing solutions and innovative digital capabilities to address their specific needs and deliver seamless, omnichannel experiences.

We offer the right financing products to the right customers in their channel of choice.



# SHARED COMMITMENT

Synchrony maintains a supplier portfolio that shares our commitment to safe and sound practices. To build solid supplier relationships, parameters must be established that govern successful and beneficial interactions.

As a regulated banking entity, there are certain requirements necessary to begin doing business together, regarding both contractual and enterprise risk considerations.

As a potential supplier, we'll need your cooperation to provide us with the necessary information upon request, as we both work toward defining our relationship, as well as when we periodically refresh this information throughout the contractual agreement. This may include completing questionnaires, site visits, meetings and providing evidentiary documentation, which all work together with our overall Source to Pay Process described in this welcome package.

**Disclaimer:** Receiving this information or interacting with a Synchrony employee does not promise nor guarantee further engagement or a contract.

## SUPPLIER RISK MANAGEMENT

Supplier Risk Management aims to protect Synchrony and our suppliers by supporting adherence with contractual obligations and applicable regulatory requirements.

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# SELECTING A SUPPLIER

Synchrony considers many factors when selecting suppliers. Among these is our focus on building strong relationships that bring varied capabilities, help us align with our corporate strategy, and reflect the customers and communities where we live, work and serve. Expanding our supplier base helps us reach new markets, support broader business goals and strengthen our ability to deliver innovation and value. Differences in background, experience and perspective across suppliers help drive creativity, making us a more effective partner.

Once a supplier is selected, Synchrony will conduct an Inherent Risk Survey (IRS) to determine if additional evaluations may be required to complete the contract process. These evaluations vary in length and complexity. The evaluations that are longer and more technical will require partnership with your network security, legal, compliance and/or disaster recovery teams to be completed accurately.

We ask for these evaluations to be completed **within 14 days** of their issuance. We realize that it may take longer to complete some evaluations, so please be aware that delayed completion will impact our ability to finalize the contract.

Synchrony, with responsibilities to stakeholders and U.S. federal bank regulators, will evaluate suppliers' risk management controls before the execution of the contract and periodically thereafter. Based on the potential risks associated with the goods or services to be provided, the following evaluations may be triggered:

- Business Continuity & Disaster Recovery
- Compliance
- Employee Background Checks Verification
- Information Security Risk
- Insurance
- Model Risk
- Physical Security
- Fourth-Party/Subcontractor Risk
- Financial Solvency—three years of audited financial statements to be provided (if private)
- Reputational Risk—completed by Synchrony specialists

In some instances, an assessor may need to visit your site. If that is required, you will be notified via the contact you previously provided. If you have questions about the assessments, please inform your Synchrony contact.

Our goal is to parallel-path the contract negotiation with risk assessments so that the two are completed at approximately the same time. We strive to expedite this process. Timely execution of requests, providing documentation, identifying and resolving identified risks all affect the overall timeline towards an executed contract.

**Note:** It is our position to work from our standard contract template in accordance with guidance from our regulatory authorities regarding their expectations of supplier contacts. Any concerns should be discussed with the assigned Sourcing Leader.

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## PURCHASING & PAYMENT

Once the risk assessment process has been completed and the contract has been executed, your Synchrony contact will trigger an email to your company's contact person, requesting information such as:

- Legal name, any DBA or parent company name
- Primary address
- Remittance site
- Additional contacts
- Banking information
- Tax document (W-9, W-8, W-8BEN, etc.)

It is important to complete this information in a timely manner so that documentation can be reviewed and verified. You will receive an invitation to set up a Coupa Supplier Portal (CSP) account where you will have 24/7 access to view and manage Purchase Orders (POs) issued by Synchrony and the ability to upload invoices against those POs. You will also receive a request to certify tax status through our third-party tax verification process.

Once this process is complete, the supplier will be registered in Synchrony's Coupa procurement system and your Synchrony contact will be able to request a PO for goods or services. The approved PO will be sent to the supplier contact on record via email.

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## MAINTAINING THE RELATIONSHIP

After the contracted supplier is set up in Coupa, the supplier moves into **on-going status** where the relationship with the supplier is managed.

The designated individuals from both the supplier and Synchrony maintain the relationship according to the contractual terms for the life of the agreement.

A Synchrony Supplier Manager will be required to complete certain ongoing monitoring activities to ensure effective supplier risk and performance management is implemented and maintained. It is important during this phase that the supplier continues to be responsive, providing required documentation upon request, and identifies and mitigates risks associated with the provided goods/services. Failure to provide accurate responses when requested may delay distribution of timely payment(s).

Once in ongoing status, evaluations originally completed are periodically refreshed, along with any new requirements that may arise. This process takes place every year, with applicable evaluation links sent by email from Coupa to the identified point of contact. If an on-site evaluation is necessary, advance notice will be provided to the point of contact, including names of individuals and areas of focus. If you have any difficulty registering or have questions about the evaluations, let your Synchrony contact know.

# SUMMARY

Thank you again for your interest in doing business with Synchrony. As a reminder, we are a federally regulated institution, and upon active engagement, we will request necessary information from all interested suppliers. To be considered as a potential Synchrony supplier, timely responses and submission of requested information will be required.

If you are selected to potentially engage with Synchrony, be aware of and understand the following expectations:

- Adhere to the Supplier Code of Conduct.
- Complete requested supplier assessments/questionnaires. These will be sent upon engagement, requesting supplier-specific information with a 14-day requested turnaround.
- Cooperate with a request for a supplier on-site visit.
- Remediate identified risks throughout supplier relationship.
- Complete the supplier registration, tax form and EFT information requested to set up payment invoicing.
- Partner with your assigned Supplier Manager throughout the contracted relationship.