

# Acceptance Only Orientation Guide



We're delighted to help you help your patients/clients!

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Pages with a symbol contain important compliance information.

Throughout this document, we have included images of some CareCredit collateral and web pages. These images are only used for representations, not content, therefore they are marked SAMPLE, and the actual versions may be slightly different from what you see in the guide.





## Introducing CareCredit

## CareCredit has approximately 12 million cardholders and over 250,000 enrolled providers and retail locations, including:





### Everyone Benefits\*...

#### **Patients/Clients**

- Dedicated credit card for health and wellness expenses\*
- Convenient monthly payments\*
- Immediate Access\*
   (some limitations may apply)
- Credit card can be used for the entire family\*
- Quick and easy application process
- Flexible terms

#### **Health Practice**

- Start treatment and procedures now without delay\*
- Quick and easy application process
- Minimize efforts on billing and collections
- Help increase treatment/procedure acceptance
- Payment in two days



### This is the first step to offering additional financing options for your patients.

Today you will learn...

- How CareCredit can help with your practice's priorities.
- How to help achieve your practice goals by accepting CareCredit.
- "What you need to know" about accepting the CareCredit credit card, and show you how to comply with federal and state regulations such as fair lending and consumer protection laws.
- How to get set up and ready to introduce CareCredit to your team and patients/clients as part of your financial policy.

<sup>\*</sup> Subject to credit approval.



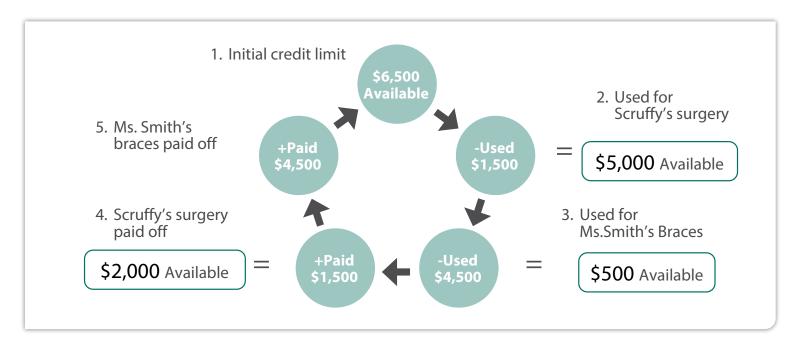


## Selecting Special Financing Options

Convenient, flexible

## A health and wellness credit card that can be used for the whole family without having to reapply.\*





- Examples shown are for accounts with only two promotions. Payment allocation may vary based on the number of promotions on the account.
- At any one time, the patient/client can use all or part of her/his available credit limit.
- Credit limits can be increased if the patient/client requests and qualifies for a higher credit limit.\*\*
- You decide which options to offer. But all patients/clients must be provided all options offered by your practice with no exception.

<sup>\*\*</sup> You must have the patient's permission to submit a credit limit increase request. A credit bureau check will be performed just like a new credit application.



<sup>\*</sup> Subject to credit approval.

### Standard Terms\*



How to expand the usefulness of the CareCredit card. This option works for purchases that are less than \$200.

### Standard or Regular Account Terms apply to Non-Promotional Purchases.

Standard Terms can be used on qualifying purchases of less than \$200 made with your CareCredit credit card account. Interest will be charged to your account from the purchase date.

\* Regular account terms apply to non-promotional purchases. For new accounts: Purchase APR is 26.99%; Minimum Interest Charge is \$2. Existing cardholders should see their credit card agreement for their account terms. Subject to credit approval.

### **How it works**

- Purchase amount: Transaction less than \$200.00
- Provider fee: 1.9%

### Things to remember

- Standard Account Terms is designed to give cardholders another choice when paying for the care they want.
- There is no need to use a Promotion Selection Slip (PSS) on Terminal Transactions.
- No interest will be charged if the entire Standard Account Terms balance is paid in full by the due date each month. If the cardholder does not pay in full every month, interest will be charged on the outstanding balance at the Purchase APR applicable to the account.

### Two types of promotional financing options are available.



### **How CareCredit Special Financing Works**

CareCredit helps your patients/clients pay for out-of-pocket healthcare expenses for themselves, their family, and even their pets! Once they are approved, they can use it again and again to help manage health, wellness and beauty costs not covered by insurance.\*

Deferred Interest/
No Interest if Paid in Full\*

Fixed Payment/ Reduced APR\* 6 months

24 months 12 months

36 months 18 months

48 months

24 months\*\*

60 months

<sup>\*</sup> Monthly payments required.

<sup>\*\*</sup> This promotion is not available in some markets.

## The first financing option is Deferred Interest/No Interest if Paid in Full\* Financing Option.



### **How They Work**

Minimum Purchase Amount	\$200				
Promotional Period	<b>6</b> months	12 months	18 months	<b>24</b> ** months	
Provider Fees % Can be found in Provider Center under Transactions>Rates/ Promotions.					

### **∠ Care**Credit<sup>®</sup> a Synchrony solution

### **Things to Remember**

- Interest accrues on the daily balance of promotional purchase from date of original purchase at account level Annual Percent Rate (for new accounts, this APR is 26.99%). To avoid paying the accrued interest, the entire charge/ purchase balance must be paid in full by the end of the promotional period.
- If balance is not paid in full within the promotional period, the accrued interest is added to the balance and the new balance will accrue interest at the Purchase Annual Percentage Rate applicable to the account until the balance is paid in full.

### Provider Tips Deferred Interest Financing

- Remember "What to Say, What Not to Say" in Orientation Guide.
- Refer patients to signage, brochures and OR codes for more information.
- Review "Learn How to Explain Deferred Interest" in the Learning Center.

<sup>\*</sup> Monthly payments required. Refer to disclosures on page 19.

<sup>\*\*</sup> This promotion is not available in some markets.

### Deferred Interest/No Interest if Paid in Full\*



Here are three common scenarios demonstrating potential cardholder behavior in repayment. \$1,200 Six-Months Deferred Interest/No Interest if Paid in Full Financing Option:\*



- Making only minimum payments will not pay the promotion in full before the end of the promotional period.
- Examples shown are for accounts with only one promotion. Multiple promotional or other purchases on an account may change the payment allocation.

<sup>\*\*\*</sup> Current new account level APR is 26.99%



<sup>\*</sup> Monthly payments required. Refer to disclosures on page 19.

<sup>\*\*</sup> The values used are for illustrative purposes only. Amounts may vary.

## What to Say vs What **NOT** to Say About Deferred Interest Promotional Financing



### What deferred interest IS:

Deferred interest promotional financing is just as it sounds: when a patient/client uses this type of financing on their purchase, interest accrues (adds up) from the purchase date but is deferred to the end of the promotion.

This type of financing requires *minimum monthly* payments that start right away. The payments are not deferred.

The required *minimum monthly payments* typically will NOT pay off the full purchase, within the promo period. Although patient/client must make minimum monthly payments, they can choose to pay more every month to pay the promotional balance within the promo period (ex. 12 months) in order to avoid paying interest.

A type of promotional financing that allows a patient/client to pay no interest ONLY IF they pay off their full purchase, within the agreed-to promo period (ex. 12 months).

If the patient/client does not pay off the purchase in full, by the end of the agreed-to promo period (ex. 12 months), then the interest that has accrued from the date of purchase WILL be added to the remaining balance.

### What deferred interest is **NOT**:

"Deferred payments" financing
Why: A patient/client must make minimum
monthly payments during the promo period
(ex. 12 months).

"No interest" financing
Why: Interest will be charged from the purchase
date if the promo balance is not paid in full
within the promo period (ex. 12 months).

"Buy now, pay later" financing
Why: Buy now, pay later is a way to describe short-term fixed payment loans.

"No payments" financing
Why: Minimum monthly payments are required
and typically will NOT pay off the full purchase,
within the promo period. A patient/client could
choose to make suggested equal monthly
payments, which are larger, to help pay off the
balance during the promo period (ex. 12 months).

"Reduced APR/lower interest" financing
Why: The patient/client pays NO interest IF they
pay off their promotional purchase by the end
of the promo period.

## The second financing option is Fixed Payment/Reduced APR\* Financing Option.



### **How They Work**

Minimum Purchase Amount		\$2,500		
Promotional Period	24 months	36 months	48 months	<b>60</b> months
Provider Fees % Can be found in Provider Center under Transactions>Rates/ Promotions.				

### **Things to Remember**

- Fixed monthly payments of principal and interest required until paid in full
- Fixed monthly payments based on a repayment factor of 24, 36, 48, or 60 months
- Purchases of \$1,000 or more are eligible for a:
  - 24 month offer with a 14.90% APR
  - 36 month offer with a 15.90% APR
  - 48 month offer with a 16.90% APR
- Purchases of \$2,500 or more are eligible for a 60 months offer with a 17.90% APR

<sup>\*</sup> Monthly payments required. Refer to disclosures on page 19.



### Payoff Scenario (Fixed Payment/Reduced APR)



### \$2,400 48-Month Reduced Interest Financing Option:



Total Paid \$2,400 principal + \$960 interest = \$3,360

Example shown is for accounts with only one promotion.

Payment allocation may vary based on the number of promotions on the account.

<sup>\*</sup> Monthly payments required. Refer to disclosures on page 19.



## Important Information to Keep in Mind when Offering Special Financing Options:

## Deferred Interest/ No Interest if Paid in Full\*

### Fixed Payment/ Reduced APR\*

- Monthly payments are required for all financing options.
- As an important reminder about the CareCredit credit card, you cannot pass on the merchant and/or any other CareCredit fees to your patients/clients. Refer to the Finance Program Agreement for Participating Professionals.
- Providers must not set a minimum or maximum transaction amount to accept a CareCredit Credit card for payment. If a cardholder desires to transact using their CareCredit card, the card must be accepted regardless of the transaction amount.
   For example:
  - a) Transactions under \$200 will be processed as Standard Account Term transactions.
  - b) Transactions of \$200 or more will be processed on one of the promotional financing options you offer, which will in all cases include the 6 months Deferred Interest/No Interest if Paid in Full promotion.
- Providers can choose to offer/accept the CareCredit credit card for additional Deferred Interest/No Interest if Paid in Full promotions (i.e. 12, 18, 24 months durations) and Fixed Payment/Reduced APR promotions (i.e. 24, 36, 48, 60 months durations)\*\*
- Providers can, at the practice level, set higher minimum transaction amounts for other promotional financing options. However, when deciding which promotions to accept and choosing the minimum transaction amounts to qualify for these promotions, your promotions and minimum transaction amounts must consistently be communicated to all patients/clients, without exception.
- You can only charge for services that have been completed or that will be provided within 30 days of the initial charge on the account.
   This requirement does not apply to charges for orthodontic services or for custom products ordered by the patient/client, or for other services as communicated by CareCredit.
- \* Monthly payments required. Refer to disclosures on page 19.
- \*\* CareCredit requires a minimum transaction amount of \$200 for 6/12/18/24M Deferred Interest/No Interest if Paid in Full, \$1,000 for 24/36/48M Fixed Payment/Reduced APR, and \$2,500 for 60M Fixed Payment/Reduced APR promotions.



### **Promotional Disclosures**



CareCredit offers two types of special financing options. It is important that you know how to describe these options to applicants and existing cardholders. Provide the appropriate disclosures at time of credit application and at time of sale transaction for existing cardholders. The front of the CareCredit application contains important information about the two types of special financing options and what your patients/clients should know when using CareCredit. Encourage patients/clients to review the agreement Terms and Conditions. Review the cover page of the application which explains how promotional purchases work, before applying for a CareCredit account.

The full descriptions of the special financing options are listed below. Also, your CareCredit welcome kit contains an initial supply of the CareCredit application, which includes the cardholder agreement that you will need for new CareCredit applicants. This training guide will indicate what you must supply to applicants/cardholders and when you need to provide them.

\*Not all promotional financing options are available at all enrolled providers. Promotional financing options are not available at all retail locations that accept CareCredit and standard account terms will apply to such purchases.

#### No Interest if Paid in Full within 6, 12, 18 or 24 Months\*

On qualifying purchases of \$200 or more made with your CareCredit credit card account at enrolled provider locations and select retailers in the CareCredit Network. Interest will be charged to your account from the purchase date if the promotional purchase is not paid in full within the promotional period. Purchases eligible for 6, 12, 18, and 24 months promotions: minimum Monthly Payments Required. Required monthly payments may or may not pay off purchase before end of promotional period.

This promotion will be described as:

"Deferred Interest/
No Interest if Paid in Full"
throughout this guide.

\* No interest will be charged on the promo purchase if you pay it off, in full, within the 6,12, 18 or 24 months promo period. If you do not, interest will be charged on the promotional purchase from the purchase date. Regular account terms apply to non-promo purchases and, after promo period ends, to the promo balance. For new accounts: Purchase APR (interest rate) is 26.99%; Minimum Interest Charge is \$2. Existing cardholders: See your credit card agreement terms. Subject to credit approval.

#### Reduced APR and Fixed Monthly Payments Required Until Paid In Full\*\*

On qualifying purchases made with your CareCredit credit card account at enrolled provider locations and select retailers in the CareCredit Network:

- Purchases of \$1,000 or more are eligible for a
- 24 months offer with a 14.90% APR
- 36 months offer with a 15.90% APR
- 48 months offer with a 16.90% APR
- Purchases of \$2,500 or more are eligible for a 60 months offer with a 17.90% APR

This promotion will be described as:

"Fixed Payment/Reduced APR"

throughout this guide.



<sup>\*\*</sup>Interest will be charged on promo purchases from the purchase date. Fixed monthly payments are required until paid in full and will be calculated as follows: on 24-months promotions – 4.8439% of initial promo purchase amount; on 36-months promotions – 3.5108% of initial promo purchase amount; on 48-months promotions – 2.8803% of initial promo purchase amount or on 60 months promotion - 2.5339% of initial promo purchase amount. The fixed monthly payment will be rounded up to the next highest whole dollar and may be higher than the minimum payment that would be required if the purchase was a non-promo purchase. Regular account terms apply to non-promo purchases. For new accounts: Purchase APR is 26.99%; Minimum Interest Charge is \$2. Existing cardholders: See your credit card agreement terms. Subject to credit approval.

### How to Select Financing Options

## Deferred Interest/ No Interest if Paid in Full\* Financing Options

### These options work well for:

Patients/Clients who are confident they can pay the entire balance within the shorter promotional periods.

## Fixed Payment/Reduced APR\* Financing Options

These options work well for:

Patients/Clients who prefer more time to pay.

### Financing Options that fit all budgets



- Financing needs may vary from person to person. It is critical to offer financing consistently and compliantly.
- Let the patient/client choose the financing option that best fits her/his needs.

<sup>\*\*</sup>This promotion is not available in some markets.



<sup>\*</sup>Monthly payments required.



## **Transacting**

### Here are the nuts and bolts!

### Pick Your Way to Transact



### Practice Management Software Integrated Solutions

- Provides access to CareCredit functionality within the software used to run your practice.
- Internet connection and Practice Management Software with CareCredit integration required.



### **Contactless Online Payments**

- By sharing your Custom Link, your patients/clients can use their own device to pay\* their bill online. Your custom link is associated with your Merchant ID number and is available as a URL, QR code, or banner/button to share with your patients/clients.
- Learn more and get your Custom Link at: www.carecredit.com/customlink



### www.carecreditprovidercenter.com

- Provides robust daily and historical transaction and marketing reports.
- Internet connection and printer required.



### **Dedicated In-Office Device**

- In-Office Device\* an online platform where patients/clients can learn, see if they prequalify and apply, and pay on their own from your location's dedicated tablet or desktop.
- Downloaded to any location device including a tablet or computer.
- Internet connection and printer required.

### CareCredit® Rewards™ Mastercard®

• CareCredit credit cards with the Mastercard logo work like a regular CareCredit credit card within our network. You must process them like you would a regular CareCredit credit card transaction on any of our payment platforms, including Provider Center or the CareCredit integration within your practice management software.



- Account look up is available in the Provider Center: www.carecreditprovidercenter.com. Provider Services will not be able to provide CareCredit Mastercard customer card information.
- There is a net deposit to your business account within two business days.



<sup>\*</sup> Be sure to check that your settings are turned on to "accept online payments".

### **Transacting Tips**





### **Online Transactions**

- You must verify ID if the CareCredit credit card is not present. See the Operating Guide for accepted forms of ID.
- Do not use identifications with expired dates.
- There is no need to fill out a Promotion Selection Slip when processing on www.carecreditprovidercenter.com.
- Choose the appropriate Transaction Type.
- Always obtain the cardholder's signature on the printed sales receipt.
- For step-by-step instructions refer to the CareCredit Provider Center Online Transaction Processing Job Aid.
- Send copy of sales receipt with cardholder and retain the originals on file for 25 months in a secure location.



#### **Terminal Transactions**

- You must verify ID if the CareCredit credit card is not present.
- Do not use identification with expired dates.
- See the Operating Guide for accepted forms of ID.
- For Step By Step processing procedures, see the CareCredit Processing Terminal Transactions Job Aid.
- When processing a CareCredit terminal transaction with the older Verifone terminal, a special form called the "PSS" (Promotion Selection Slip), must always be completed when processing promotional purchases.
- No PSS is required for Standard Account Terms transactions.
- PSS should be used if the cardholder receipt does not print.
- A Terminal Code is necessary for each transaction.
- Always obtain the cardholder's signature on the printed sales receipt.
- Perform Daily Deposit regularly to clear the terminal.
- Send a copy of the sales receipt and the Promotion Selection Slip, if applicable, home with cardholder and retain the originals on file for 25 months in a secure location.

Call 1-800-859-9975 for technical assistance with the terminal or online processing. See more detail in your Operating Guide.



### Ways to Apply

### Provider Applies for Patient or Client

### Provider-owned devices for staff use only:



Payment Technology with CareCredit Integration\*



#### Computer

Provider Center\* at www.carecreditprovidercenter.com



#### **Terminal**

With CareCredit terminal \* and analog phone line



#### Phone\*

1-800-859-9975

### **Patient or Client Applies**

### On patient or client's personal devices:



#### Custom Link/QR Code

An all-inclusive online solution where patients or clients can learn and see if they prequalify and apply for the CareCredit credit card or pay their bill, all on their own. Available as a URL, QR code or banner/button to share and is associated with your CareCredit Merchant ID number. Learn more and get your custom link at: www.carecredit.com/customlink



#### Website or Mobile App

www.carecredit.com/apply or with the CareCredit Mobile App (Not associated with your CareCredit Merchant ID number)



#### **Automated Phone\***

1-800-365-8295

Must be 21 or older to apply by phone.

### **Dedicated In-Office Device\*:**



#### Downloaded to any location device including a tablet or computer\*

An online platform for your location where your patients or clients can: Learn, Prequalify- Apply, and Pay, all on their own.

<sup>\*</sup> Please provide a copy of the CareCredit Credit Card Account Agreement to applicants.



### Important Things to Keep in Mind



#### In General

- · Cardholder must be present. No telephone authorizations.
- Always provide patient/clients with purchase copy of purchase receipt.
- Only charge for services that have been completed or that will be completed within 30 days of the initial charge.
   This requirement does not apply to charges for orthodontic service or for custom products ordered by the patient/client, or for other services as communicated by CareCredit.
- Refunds must be immediately processed if a patient has paid for services that are cancelled or not rendered within 30 days.
- We highly recommend that the card be physically present if at all possible.
- Accounts receivable balances aged greater than 90 days from the date the service was rendered may not be charged on the CareCredit card. For cardholders using Online Payments, accounts receivables aged up to 120 days may be paid with the CareCredit credit card.
- If the card is not present at the time of transaction, follow "Card Not Available" procedure in the Operating Guide.
- Any refunds processed for cardholders who originated transactions with the CareCredit credit card must be refunded to the CareCredit credit card.
- Failure to process refunds on a timely basis could result in chargebacks and potentially the withdrawal of the CareCredit program from the practice.
- As an important reminder about the CareCredit credit card, you cannot pass on the merchant fee and/or any other CareCredit fees to your patients/clients.





## Getting Help

Ready, Set, Go

### **Getting Help**

After today, you will be assigned a member of the Practice Development Team who will help you implement your action plan and answer any questions you have in the future.

### Provider Support\* 1-800-859-9975

- Assistance with submitting applications
- Obtain names on an account
- · Check available credit limit
- Request a credit limit increase\*\*
- Assistance with www.carecreditprovidercenter.com
- Register online

### Cardholder Support 1-866-893-7864

- Account Questions
- Credit Limit Increases
- Address updates

### **Training Support** 1-800-859-9975

- Live Support
- Retraining (call to schedule)
- Biennial Refresher eLearning

or



Visit the Learning Center from the Provider Center home page.

- \* Assistance is available if you are unable to complete sales transactions. Note: Sales transactions cannot be processed via telephone by customer support agents.
- \*\* You must have the patient's/client's consent to submit a credit limit increase request. A credit bureau check will be performed just like a new credit application.

**Please Note:** Cardholder inquiry representatives are authorized to speak <u>only</u> with cardholders about their accounts.

#### Important Note about Advertising CareCredit in your practice.

If you advertise or market the financing available through the CareCredit credit card program via any channel or discussion (such as - print, radio, television, website, signage, emails, direct mail, social media and point of purchase, etc.) regulations provide specific guidance about how to promote such financing programs. It is important to comply with these applicable laws and regulations.

Please take inventory of your advertising and marketing and follow the guidelines and promotional disclosures to help you ensure you remain compliant as outlined in the Advertising Guidelines.

To review the CareCredit Advertising Guidelines visit www.carecreditprovidercenter.com>Promote & Advertise>Advertising Guidelines or contact Provider support at 1-800-859-9975.



### **Transparency Principles**



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

- 1) You will ensure that those personnel in your office who discuss the Program with applicants (e.g., in office/store or via telephone) take and pass the required training offered by Synchrony Bank. Additional helpful training materials including videos, self-paced courses and pre-recorded webinars can also be found online in Provider Center: <a href="https://www.carecreditprovidercenter.com/portal/newWindowAction?scoid=246">https://www.carecreditprovidercenter.com/portal/newWindowAction?scoid=246</a>.
- 2) You must retain each CareCredit credit card applicant's signature page for no less than 25 months from the date of the application. Failure to keep and, upon request, produce these documents to Synchrony Bank may expose your office to an automatic chargeback upon consumer dispute.
- 3) You will follow the Synchrony approved advertising templates, and other disclosures or processes in the manner directed by Synchrony in creating or distributing advertising about the Synchrony Financing Program.
- 4) You, your staff, and all promotional materials must inform Program applicants about the different special financing options available to them and how these promotions work BEFORE choosing which option to use for their specific purchase. Consumers who want to learn more about deferred interest or waived interest promotions should be referred to materials provided by Synchrony. You must disclose the following information to each customer that is using special financing options:
  - Credit issued under the Program is extended by Synchrony Bank and not by their healthcare provider/retailer (e.g. the Program is NOT an in-house credit program).
  - The length of the applicable promotion/loan term and interest rate;
  - Whether the promotion expires and if so, what happens upon expiration;
  - · Required payments during the promotional period;
  - The CareCredit credit card is NOT an interest-free credit card. For deferred interest promotions made on a CareCredit credit card, deferred interest accrues on the outstanding promotional balance at an APR of 26.99% for new accounts during the promotional period from the date of the transaction. Finance charges can be avoided ONLY IF the promotional balance is paid off prior to the end of the promotional period. Please refer consumers to Synchrony-provided information if they are interested in receiving more information;
  - For waived interest promotions on an installment loan, monthly payments are set up to fully pay off the loan over the fixed full term, not over the promotional period. Interest charged will be waived ONLY IF the customer pays an amount equal to the financed amount prior to the expiration of the promotional period.
- 5) Program accounts should only be charged for those costs incurred or services actually rendered within 30 days of the charge. Additional services may be billed as you provide them to the consumer. These requirements do not apply to charges for orthodontic services or custom products ordered by the consumer. Additionally, services may be rendered or products may be delivered within a period of time longer than 30 days following charges on an Account for specific industries as communicated in writing to you by Synchrony Bank.
- 6) You agree to respond to inquiries from Synchrony Bank regarding consumer complaints and/or disputes within the time frame specified with each request.
- 7) You will advise customers of your policy regarding returns/refunds. Your refund policy must be reasonable and fair in Synchrony Bank's sole discretion.
- 8) These program guidelines are designed to provide transparency for patients and customers using the Program. Synchrony Bank reserves the right to monitor your adherence to these and other policies. Providers who violate these policies will be subject to chargebacks as well as to termination.



### Fair and Responsible Lending Requirements



#### **Fair Lending Principles to Know**

Credit must be offered to all applicants fairly and consistently. Failure to do so may result in allegations of discrimination, potential violations of federal or state fair lending laws, litigation or reputational risk. All patients/clients should be encouraged to apply for credit without regard to race, color, religion, national origin, sex, marital status, familial status, age, disability, receipt of income (in whole or in part) from public assistance programs, or an applicant's good faith exercise of a right under the Consumer Credit Protection Act. In addition, credit-related activities must be conducted in a way that is not considered unfair, deceptive, or abusive from the patients'/clients' perspective. Unfair activities are those that may cause unavoidable "substantial injury" (typically financial harm) to patients'/clients'. Deceptive activities could include statements or omissions that mislead patients/clients or influence their decision to buy or use a product or service. Abusive practices interfere with the patients'/clients' ability to understand the terms and conditions of a product or service; or take advantage of the patients'/clients' lack of understanding or inability to protect their interests.

#### **Clear and Accurate Communications**

Your advertising, signage, and conversations with patient/clients should help them understand and make informed choices regarding your products and available financing options. Disclosures should clearly and accurately describe the terms, conditions, and any limitations associated with the purchase and the Synchrony Bank relationship the patient/client is establishing.

#### **Credit Advertising/Marketing**

When developing marketing campaigns, be careful of exclusions in marketing selection files for any credit offers. Marketing techniques that exclude any groups on a prohibited basis bring Fair Lending risk.

#### **Taking and Processing Applications**

All patients/clients should be encouraged to complete and submit applications for credit. Do not discourage anyone from submitting an application, either through oral statements, body language, delays or discourtesy. Also, make certain that employees provide a consistent level of service in responding to questions from patient/clients about the availability of credit and/or completing the application.

#### **Completing the Credit Application**

The credit application and Terms & Conditions must be provided to patients/clients before they apply. It is the patient's/client's choice to have a joint applicant, but it is not required that a joint applicant be a spouse. Alimony, child support or separate maintenance payments do not need to be disclosed unless the patient/client wants this income to be considered.

#### **Pricing and Fees**

No fees related to the application process or Synchrony Bank financing are allowed, and the pricing of credit approved for patient/clients cannot be changed from what Synchrony Bank approved and communicated to the patients/clients. The availability of promotions must be consistently shared with patients/clients when they apply for credit.



