

Synchrony Pay Monthly FAQs

What is a Pay Monthly installment loan?

A Pay Monthly loan is a one-time, single-use loan that closes when paid in full at the end of the fixed term. This differs from a credit card, which can be used for additional purchases as credit becomes available.

- Fixed APR.
- Fixed loan term: 84 months.
- No application fee or prepayment penalty.
- No impact to credit bureau score until an offer is accepted and submitted.

What is a Pay Monthly Loan with Waived Interest if Paid in Full within the Promotional Period?

With a Pay Monthly loan with waived interest, your patient or client can still enjoy the same benefits of a Pay Monthly loan, plus, the interest will be waived if the balance is paid in full within the waived interest promotional period. If they do not pay the amount financed before the end of the promotional period, interest will be charged from the purchase date up to the full loan term.

- 18-month waived interest promotional period with a 36-month fixed loan term—OR—24-month waived interest promotional period with a 48-month fixed loan.
- Fixed term and APR.
- No application fee or prepayment penalty.
- No impact to credit bureau score until an offer is accepted and submitted.

How do your patients or clients apply for a Synchrony Pay Monthly loan?

If the estimated fee for their treatment/procedure is between \$9,500–\$45,000, they can see if they prequalify for a Synchrony Pay Monthly loan. If they are prequalified, they can accept the offer and submit an application. Your patient or client will have 7 days from prequalification to accept the offer, submit their application and sign their loan contract. Steps to apply:

1. Have them scan your custom QR code or use your custom link to see if they prequalify for the CareCredit credit card and a Pay Monthly loan, with no impact to their credit score.
2. They will need to provide the required information, including the estimated treatment amount.
3. After submitting the prequalification check, they will receive an instant decision. If qualified, they may be presented with a prequalified offer of credit for the CareCredit credit card, a Pay Monthly loan, or both.
4. They accept the offer and open an account.

Will everyone be approved for a Synchrony Pay Monthly loan?

No, not all of your patients or clients will be approved for a Synchrony Pay Monthly loan. Synchrony Bank determines the criteria for loan approvals.

What do providers need to know about the offer acceptance period?

When your patient or client prequalifies for Pay Monthly, they have two options:

1. Accept the offer to complete the application. If they choose to accept the offer, they complete the application and the loan is finalized. The provider is funded within 2 business days and your patient’s or client’s first payment will be due in approximately 25 days.
2. Hold the approval for 7 days. If your patient or client chooses to hold the approval for 7 days, an email is sent to them with a link to return to accept the offer and complete the application.

What if your patient or client is approved but the treatment cost exceeds their approval amount?

If the treatment cost exceeds the approval amount of the Synchrony Pay Monthly loan, they will have the option to also apply for the CareCredit credit card to pay for the remaining balance. Your patient or client will have to submit a separate application, subject to credit approval, for the CareCredit credit card.

How do your patients or clients pay?

They will receive a link in the welcome email to log in to a Digital Servicing portal where they will be able to review their loan details, make payments, enroll in autopay and more.



Provider’s Guide Pay Monthly and Pay Monthly with Waived Interest

Keep this guide close for your training sessions or as a refresher.

In addition to offering the CareCredit credit card, Pay Monthly loans from Synchrony can empower your patients or clients to move forward with the care they want or need for purchases between \$9,500–\$45,000. Synchrony also offers a Pay Monthly loan with waived interest, if paid in full within the promotional period. With one simple application, potential customers can see if they prequalify for both the CareCredit credit card and a Pay Monthly loan at the same time.

Synchrony Pay Monthly

Pay Monthly is one-time use loan that closes automatically when paid in full. It has a fixed APR and monthly payments, with no hidden fees or prepayment penalty.

With the Pay Monthly Waived Interest option, if paid in full within the promotional period, all interest charges will be waived.

How does Synchrony Pay Monthly Work?

1. Patients or clients can scan your custom QR code or use your custom link to see if they prequalify for the CareCredit credit card and a Pay Monthly loan, with no impact to their credit score.
2. They will enter the required information, including their estimated treatment amount.
3. If qualified, they may be presented with a prequalified offer of credit for the CareCredit credit card, a Pay Monthly loan, or both.
4. They accept the offer and open an account.

Example Pay Monthly Payment Plans*

PAY MONTHLY

LOAN AMOUNT: \$20,000	Term 84 months	Promo Period NA	APR 18.99%	Payment \$432.04/mo. for 84 mos
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PAY MONTHLY WITH WAIVED INTEREST IF PAID IN FULL WITHIN THE PROMOTIONAL PERIOD

LOAN AMOUNT: \$20,000 Optional monthly payments that would pay off within the promo period.	Term 36 months	Promo Period 18 months	APR 29.99%	Optional Monthly Payments to Waive All Interest \$1,111.12/mo. for 18 mos.	
LOAN AMOUNT: \$20,000 Minimum monthly payments and lump sum payment in final month that would pay off within the promo period.	Term 36 months	Promo Period 18 months	APR 29.99%	Min. Required Monthly Payments for 18 mos. \$848.92/mo. for 18 mos.	Lump Sum at 18 Months to Waive All Interest \$4,719.44

*Program minimum amount is \$9,500. APRs and loan terms may vary and are subject to change. Offer is subject to credit approval by Synchrony Bank. Regular monthly payment amounts will not pay off loan to qualify for waived interest. To have interest waived, the full amount financed must be paid within promotional Period.

Questions or need more information?

Contact your CareCredit representative or you can also reach us at:

CareCredit Provider Services: 800-859-9975

Synchrony Pay Monthly Provider Services: 855-872-6189

Pay Monthly Loan Benefits

PATIENT AND CLIENT BENEFITS:

- Provides a financial solution that helps fit healthcare into their budget through predictable, fixed monthly payments and a specific loan payoff date.
- See if they prequalify via a single application, providing an instant decision with no impact to their credit score.
- No hidden fees and no prepayment penalty.

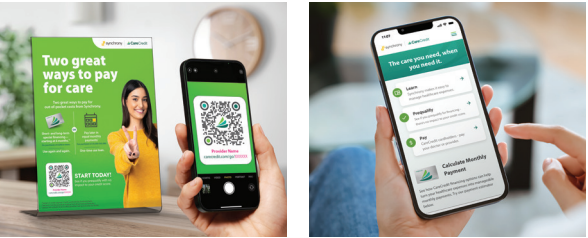
PROVIDER BENEFITS:

- Receive payment in 2 business days to help minimize accounts receivable and administrative burden.
- Empower your patients or clients to say yes to the procedure or your full treatment recommendation.
- Have easier financial conversations by offering more financing options.

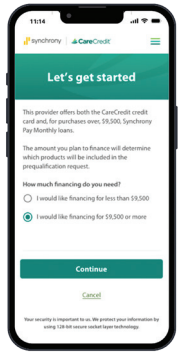
Synchrony Pay Monthly Loan Application Process

One application fully driven by your patients and clients.

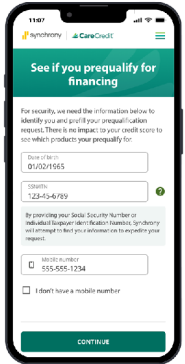
1 Your patient or client will scan your custom QR code or use your custom link to see if they prequalify for the CareCredit credit card and a Pay Monthly loan.



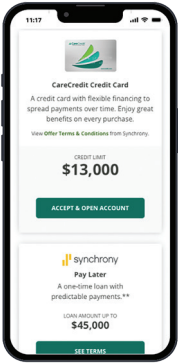
2 Compare the CareCredit credit card and Synchrony Pay Monthly options.



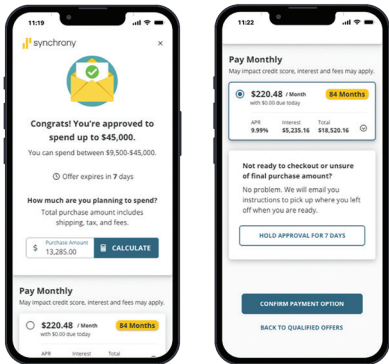
3 Select whether they need financing for less than \$9,500 or \$9,500 or more.



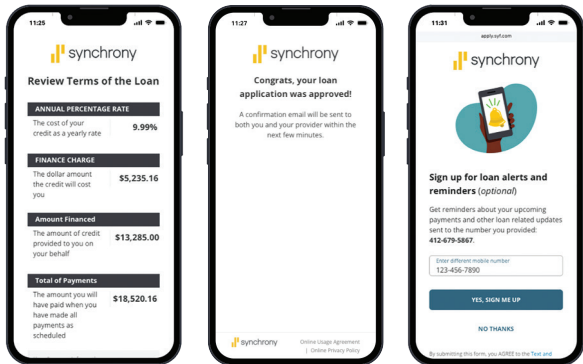
4 If their purchase amount is \$9,500 or more, they will see if they prequalify for both the CareCredit credit card and a Pay Monthly loan. If qualified, they may be presented with a prequalified offer of credit for a Pay Monthly loan, the CareCredit credit card, or both.



5 If they choose Synchrony Pay Monthly, they will confirm the purchase amount and see loan options which may include: a Pay Monthly loan—OR—a Pay Monthly loan with waived interest, if paid in full within the promotional period.



6 After they select their preferred offer, they will proceed with the application, review the terms and submit the application.



FOR ILLUSTRATION PURPOSES ONLY

Synchrony Product Comparisons

CARECREDIT CREDIT CARD	SYNCHRONY PAY MONTHLY	SYNCHRONY PAY MONTHLY WITH WAIVED INTEREST
<p>MONTHLY PAYMENTS WITH SPECIAL FINANCING FOR PURCHASES OF \$200 OR MORE.**</p> <p>USE IT AGAIN AND AGAIN AT OVER 260K LOCATIONS FOR ALMOST EVERYTHING HEALTH AND WELLNESS, WITH SPECIAL FINANCING OPTIONS AVAILABLE.**</p>	<p>FIXED MONTHLY PAYMENTS FOR PURCHASES STARTING AT \$9,500.*</p> <p>ONE-TIME USE LOAN, CLOSED ONCE PAID IN FULL.</p>	<p>FIXED MONTHLY PAYMENTS FOR PURCHASES STARTING AT \$9,500.*</p> <p>WAIVED INTEREST IF PAID WITHIN THE PROMOTIONAL PERIOD.</p> <p>ONE-TIME USE LOAN, CLOSED ONCE PAID IN FULL.</p>



Set yourself up for success and prominently display the marketing materials found in your kit or in Provider Center.



BROCHURE



QR CODE SIGNAGE

*Subject to credit approval. See carecredit.com for details.

**Subject to credit approval. Synchrony Pay Later installment loans are provided by Synchrony Bank.