

ABOUT SYNCHRONY FINANCIAL

Synchrony Financial (NYSE: SYF) is one of the nation's premier consumer financial services companies. Our roots in consumer finance trace back to 1932, and today we are the largest provider of private label credit cards in the United States based on purchase volume and receivables.* We provide a range of credit products through programs we have established with a diverse group of national and regional retailers, local merchants, manufacturers, buying groups, industry associations and healthcare service providers to help generate growth for our partners and offer financial flexibility to our customers. Through our partners' over 365,000 locations across the United States and Canada, and their websites and mobile applications, we offer our customers a variety of credit products to finance the purchase of goods and services. Synchrony Financial offers private label and co-branded Dual Card™ credit cards, promotional financing and installment lending, loyalty programs and FDIC-insured savings products through Synchrony Bank. More information can be found at www.synchronyfinancial.com, facebook.com/SynchronyFinancial, www.linkedin.com/company/synchrony-financial and twitter.com/SYFNews.

- 85 years of history, built one customer at a time
- More than 69 million average active customer accounts
- \$125 billion in financed sales in 2016
- More than 15,000 employees — each integral to our business
- More than \$51 billion in deposits in FDIC-insured CDs, money market accounts and savings

STRONGER CONNECTIONS. BROADER ENGAGEMENT.

We've built relationships with national and regional retailers, healthcare providers, manufacturers and more. We serve hundreds of thousands of partner locations across the U.S. and Canada, and each one is important to us.

Our financial expertise spans key product areas, including apparel, electronics and appliances, home furnishings, automotive, power products and sports, jewelry and luxury, other retail, elective healthcare procedures and services, and more.

Our investments in technology across multiple platforms — in-store, online and mobile—allow us to engage consumers when and where they want. Our programs and tools strengthen the relationship between our business partners and their customers, driving growth and opportunity across the board.

* Source: The Nilson Report (May 2016, Issue # 1087)—based on 2015 data.

SYNCHRONY FINANCIAL is a leader in consumer financial services with more than 80 years of retail heritage. Our consumer finance business is the largest issuer of private label credit cards in the U.S. and encompasses three platforms: Retail Card, CareCredit and Payment Solutions. Synchrony Bank also offers a range of FDIC-insured savings products directly and online. You'll find more detailed descriptions below.

Retail Card

We provide private label credit cards, Dual Cards™ and business credit products for businesses of all sizes—from national retailers to Main Street mainstays. Our tailored credit card and loyalty programs engage customers when and where they shop—in-store, online or via mobile—and add value with targeted offers and features.

- National and regional retailers with which we have ongoing program agreements.
- Our patented Dual Cards are credit cards that function as a private label credit card when used to purchase goods and services from our partners, and as a general purpose credit card when used elsewhere.
- We currently issue Dual Cards for use on the Visa and Mastercard networks and we currently have the ability to issue Dual Cards for use on the American Express and Discover networks.

CareCredit

CareCredit is a leading provider of promotional financing for consumers who can use the health, wellness and personal care credit card at health-focused retailers and for procedures at healthcare practices, including dental, veterinary, vision, cosmetic, chiropractic, hearing-health, primary care, medical specialists and ancillary services.

- Accepted at more than 200,000 provider and health-focused retailer locations nationwide.
- We have relationships with more than 100 professional and other associations—including the American Dental Association and the American Animal Hospital Association. We also work with various state dental and veterinary associations, manufacturers and buying groups. They endorse and promote (in some cases for compensation) our credit products to their members.

Payment Solutions

We offer promotional financing for major consumer purchases. Our private label credit card and financing programs are offered through retailers, dealers, manufacturers, buying groups and industry associations across many markets.

- Participating partners consist of national and regional retailers, local merchants, manufacturers, buying groups and industry associations.
- We work with partners in Automotive, Electronics and Appliances, Furnishings and Flooring, Home Specialty, Jewelry, and Power Equipment and Sports.

Synchrony Bank

Credit is extended by Synchrony Bank.

Synchrony Bank offers the savings products that feature award-winning rates and the safety of FDIC insurance*—CDs, IRAs, Money Market Accounts and Savings Accounts. In addition, our customers are rewarded for balances they keep or the length of time they have been a customer.

*FDIC insurance up to \$250,000 per depositor, per insured bank for each ownership category.

Note: All partner location information is as of October 2016.

Margaret Keane

President and Chief Executive Officer



As President and Chief Executive Officer of Synchrony Financial, Margaret Keane brings with her a passion for emerging technology and employee development, both of which have solidified her reputation as a leader in the field.

Margaret led the Retail Card platform at GE Capital as President and CEO beginning in 2004, later expanding her responsibilities to become President and CEO of GE's North American retail finance business in 2011. In her 18 years at GE Capital, she held additional leadership roles spanning consumer finance, vendor financial services, operations and quality. She began her career at Citibank, where she provided leadership in Sales, Marketing and Operations over the course of 16 years.

As a leader, Margaret is also known for championing her employees, having initiated several development programs at GE Capital and serving on the cabinet of the GE Women's Network. She expanded the business focus on e-commerce and mobile capabilities, developing new tools for business clients and consumers alike.

HIGHLIGHTS:

- Named to *Fortune's* "Businessperson of the Year" list in 2016 (#33)
- Named to *Fortune's* "Most Powerful Women" list in 2016 (#29) and 2015 (#33)
- Named one of *American Banker's* "Top 25 Most Powerful Women in Finance" for 10 consecutive years (#5 in 2016)
- Served on the cabinet of GE Women's Network
- Earned an MBA in Marketing and a Bachelor's degree in Government and Politics from St. John's University
- Member of the St. John's University Board of Trustees, the National Multiple Sclerosis Society (CT Chapter) Board of Trustees, and the buildOn National Board of Directors

Alberto 'Beto' Casellas

EVP and Chief Customer Engagement Officer



Alberto 'Beto' Casellas brings nearly three decades of experience to his role as EVP and Chief Customer Engagement Officer. Beto has held this role since 2016, focusing on accelerating customer engagement and core analytics processes and initiatives across Synchrony Financial. His deep domain expertise, general management experience and proven relationship and project skills are critical to driving higher cardholder and partner engagement.

Most recently, Beto served as SVP, Retail Card Client Initiatives Group, concentrating on client strategic growth initiatives for the business. Beto joined GE in 1990, and has held leadership assignments in sales, operations, P&L leadership and e-commerce in various businesses throughout GE, including GE Supply, GE Structured Services and GE Capital. He also held global operations assignments in Argentina and Brazil. A native of Puerto Rico, he is fluent in Spanish.

HIGHLIGHTS:

- Earned a Bachelor's degree in Economics from Yale University
- Operating leader for Synchrony Financial Hispanic Network
- Serves on the Board of Directors of Domus Kids, a Stamford, CT nonprofit that helps the area's most vulnerable, high-risk youth experience success

Marc Chini

EVP and Human Resources Leader



Marc Chini is Executive Vice President and Human Resources Leader of Synchrony Financial, where he leverages the deep human resources experience amassed during his 30+ year career. As HR Leader, he advocates for strong programs to support employees, such as providing training opportunities for continued growth. Marc joined Synchrony Financial in 2014 from GE where he was Vice President, Human Resources, covering business development, commercial communications, IT, legal, sourcing, HR and global talent recruitment.

Marc joined GE Medical Systems in 1984 at a magnetic resonance plant startup in Florence, South Carolina, and worked for GE in various capacities. In 1998, he was named an officer of General Electric Company and Vice President, Human Resources for GE Aviation. His earlier GE roles included Vice President of Human Resources for the then newly formed GE Infrastructure business, which included aviation, locomotive, energy, oil & gas, water and two GE Capital operations—aviation leasing and energy investments. Marc was also EVP, Human Resources for NBC Universal, a global media company, before moving to GE Corporate upon the sale of NBC Universal. Marc's earlier career roles included HR roles at McGraw-Edison and Liberty Life.

HIGHLIGHTS:

- Earned a Bachelor of Science degree in Business Administration and a Master of Science degree in Industrial Relations from West Virginia University
- Serves as a Board member of the Moore School of Business' Riegel & Emory Human Resources Center; actively supports the Moore School's human resources program

Brian D. Doubles

EVP and Chief Financial Officer



Brian D. Doubles has been our Executive Vice President, Chief Financial Officer and Treasurer since February 2014, has served as Chief Financial Officer of GE's North American Retail Finance business since January 2009 and as a member of the Board of Directors of Synchrony Bank since 2009. Brian has a proven track record operating in various economic cycles, and has earned a strong reputation for his deep domain expertise and financial and risk discipline.

From July 2008 to January 2009, Brian served as Vice President of Financial Planning and Analysis of GE's global consumer finance business. From March 2007 to July 2008, Brian led the wind-down of GE's U.S. mortgage business (WMC Mortgage) as Chief Financial Officer and, subsequently, Chief Executive Officer. From May 2006 to March 2007, he served as Vice President, Financial Planning and Analysis, of GE's North American retail finance business. From January 2001 to May 2006, he served in roles of increasing responsibility for GE's internal audit staff. From February 1998 to January 2001, he held various roles as part of a GE Management Leadership Program. Brian was named a GECC Officer in 2009.

HIGHLIGHTS:

- Named one of "40 under 40 Outstanding Financial Executives" by *Treasury & Risk*, 2010
- Earned a Bachelor of Science degree in Engineering from Michigan State University

Dave Fasoli

EVP and CEO, CareCredit



Dave Fasoli has been Executive Vice President and Chief Executive Officer of our CareCredit platform since February 2014 and has served as President and Chief Executive Officer of the CareCredit platform of GE's North American retail finance business since March 2008. Dave has been involved in three significant business acquisitions and integrations, including CareCredit. His cross-functional expertise, leadership and growth mindset have consistently driven results.

From June 2003 to March 2008, he served as General Manager of the Home and Recreational Products business of GE's North American retail finance business, where he and his team generated innovative financing solutions across five different industries, promoting strong growth and profitability.

Prior to June 2003, Dave served as Vice President of Client Development of GE's North American retail finance business and held several positions of increasing responsibility within GE and GE's North American retail finance business in Finance, Client Development, Business Integration and Quality.

HIGHLIGHTS:

- Earned a Bachelor of Science degree in Business and Economics from the State University of New York at Albany
- Named a GECC Officer in 2007

Henry Greig

EVP and Chief Risk Officer



As the Chief Risk Officer for Synchrony Financial, Henry Greig is responsible for all consumer and commercial risk for the company. This includes private label and bankcard portfolios with tens of billions in assets as well as retail deposits.

During his 25 years with GE, he held various leadership roles in the consumer finance business, including Modeling & Analysis, Risk Management, Consumer Acquisitions, Database Marketing and Information & Customer Marketing.

Henry's deep expertise in consumer finance has been credited for providing stability for the business in a challenging economic climate. In 2009, he was recognized for Risk Excellence by the Chairman and CEO of GE Capital for his contributions to the success of the business.

HIGHLIGHTS:

- Earned a Master of Science degree in Applied Mathematics from Rensselaer Polytechnic Institute and a Bachelor's degree in Mathematics from Bowdoin College

Kurt Grossheim

EVP and COO, Synchrony Financial



As the Chief Operating Officer for Synchrony Financial, Kurt Grossheim brings a breadth of leadership experience to the role.

His career has spanned both domestic and international consumer lending, as well as leadership roles in operations, business integration, risk management and business development. His experience includes being a General Manager for one of GE's credit card portfolios with a few hundred locations. Kurt also led GE Capital Bank in Austria as CEO, from 2002–2004, and served as Chief Operations Officer of GE Service Bank in Germany. He served as the Risk Management Leader for Colonial Penn Insurance, and held numerous other positions since joining GE in 1990.

HIGHLIGHTS:

- Earned a degree in Business Administration from the University of Notre Dame

Carol Juel

EVP and Chief Information Officer



As the Chief Information Officer of Synchrony Financial, Carol drives our overall Information Technology strategy and vision, with a continuous focus on payments innovation. As CIO, Carol leads growth for our company, our clients and customers by delivering innovative solutions, driving the company's digital transformation, and developing strong technology partnerships.

Prior to Synchrony Financial, Carol served as CIO of GE Capital Retail Finance. In her ten years with GE, Carol held a variety of senior leadership roles, focused on IT Governance, Security, Business Development, Digital and Marketing. Before joining GE, Carol spent nearly a decade in technology consulting at Accenture. She focused on the financial services sector, delivering strategic and complex technology initiatives to drive growth and operational excellence for clients.

Carol is committed to diversity in the workplace and mentoring women in technology, serving as the executive sponsor of Synchrony Financial's Women's network and our Summer Immersion Program for Girls Who Code. She chairs the Technology Working Group and co-chairs the Innovation Steering Committee at Synchrony Financial. Named one of the most Influential Women in Payments in 2016, Carol is passionate about driving a culture of innovation at Synchrony Financial.

Throughout her more than 20 years in Information Technology, Carol has leveraged her deep technology and financial services background to develop creative technology solutions to meet the needs of customers and clients.

HIGHLIGHTS:

- Earned a Bachelor's degree from College of the Holy Cross
- Mentor to women in technology
- Named one of the 25 Most Influential Women in Payments (PaymentsSource 2016 and 2017)

Glenn P. Marino

EVP and CEO, Payment Solutions
and Chief Commercial Officer



With over 20 years of retail financing and banking experience, Glenn Marino has proven to be a leader in driving growth for both his team and his clients.

As Executive Vice President and CEO of Payment Solutions, Glenn has led the unit by championing new growth through several business and portfolio acquisitions, and through the creation of hundreds of new relationships. As the Chief Commercial Leader for GE's North American retail finance business, Glenn led efforts for Sales Force Effectiveness, Access GE and GE Advantage.

Glenn joined GE in 1996 and held multiple leadership positions throughout the company, including positions in Risk, Business Development and Operations. Before joining GE, Glenn held various roles at Citigroup's U.S. retail banking business and began his career at Xerox Corporation.

HIGHLIGHTS:

- Named a GE Officer in 2006
- Earned a Bachelor of Science degree in Biology from Syracuse University and an MBA from the University of Michigan

Mark Martinelli

EVP and Chief Audit Executive



Mark Martinelli brings 30 years of financial services experience and deep audit expertise to his role as Chief Audit Executive at Synchrony Financial. He is responsible for strengthening and expanding the Synchrony Financial Internal Audit Function, including Risk, Compliance, Finance, Operations, Technology and Audit Practices, as well as ensuring we remain well positioned as a highly regulated and publicly traded company.

Mark has a proven track record of leading diverse and challenging functions. In his previous position at HSBC North American Holdings, he held the role of SEVP & Chief Auditor for North American operations, auditing the strategy, reporting and regulation of \$400 billion in assets. He joined HSBC in 1999 and held positions of increasing responsibility during his 15-year tenure, including SVP and director of financial planning, CFO and Chief Administration Officer, and President and CEO of HSBC.com. Earlier career positions include roles with Republic National Bank of New York and KPMG's Financial Services practice.

HIGHLIGHTS:

- Earned a Bachelor's degree in Accounting from St. John's University
- Licensed as a Certified Public Accountant registered in NYS and a Chartered Global Management Accountant
- Certified as an Anti-Money Laundering Specialist
- Serves on the Board of Trustees and the Audit Committee for the Baruch College Fund, and as an Advisory Board Member to St. John's University Dept. of Accounting and Tax

Neeraj Mehta

EVP, Business Strategy and Development



Neeraj Mehta plays a key role as EVP, Business Strategy and Development. With more than 20 years of experience, Neeraj leads our corporate view on payments, strategy, strategic partnerships, potential investments and network relationships.

Neeraj joined GE in 1996 and rose through GE Capital's Commercial Financial Services business to become a Vice President and Officer of General Electric Company. Most recently, he was President and CEO of GE Capital, Commercial Distribution Finance (CDF) where he launched several new products to meet customer needs, and increased operating income and assets over his tenure. Previously, Neeraj was the President and CEO of the Bank Loan Group (BLG) for GE Capital, Americas, which was a leading institutional investor in syndicated bank loan facilities and special situations. He also built a similar GE Capital Bank Loan business in Europe.

HIGHLIGHTS:

- Received the "Hero of Growth" Award from the GE Board of Directors in 2010
- Was a member of the Asian Pacific American Forum's Executive Council for GE
- Earned a Master's degree in Finance and Banking from Syracuse University and a Bachelor's degree in Social Ecology from the University of California, Irvine

Jonathan Mothner

EVP, General Counsel and Secretary



With over 25 years of legal experience, Jon Mothner brings his expertise to the role of General Counsel for Synchrony Financial and Synchrony Bank. Jon was General Counsel of GE's North American retail finance business, and previously served as Chief Litigation Counsel and later the Chief Compliance Officer for GE's global consumer finance business. Jon's experience with GE Capital dates back to 2000, when he joined GE's global consumer finance business as Litigation Counsel and later became head of the Litigation Center of Excellence of GE Commercial Finance.

Jon earned his strong reputation early in his legal career, serving as a federal prosecutor with the U.S. Attorney's Office in the Eastern District of New York. He specialized in the investigation and prosecution of financial crimes, including securities fraud, money laundering and bank fraud. In addition, Jon previously worked in the litigation group of a high-profile law firm, and clerked for U.S. District Court Judge Longobardi in the District of Delaware.

HIGHLIGHTS:

- Earned a law degree from the New York University School of Law and a Bachelor's degree in Economics from Hobart College
- Board member of the Pro Bono Partnership, a nationally recognized provider of free business and transactional legal services to nonprofits.

Thomas Quindlen

EVP and CEO, Retail Card



As the CEO of Retail Card, Tom Quindlen brings deep leadership experience in corporate finance to the executive leadership team. He previously served as Vice President and CEO of GECC Corporate Finance through 2013, President of GECC Corporate Lending, North America through 2009 and Vice President and CEO of GECC Commercial Financial Services through 2005. Earlier in his career, he served as President and CEO of GECC Franchise Finance, Senior Vice President of GECC Global Six Sigma for Commercial Equipment Financing and held various sales, marketing, business development and financial positions with GE affiliates.

Tom has a proven track record leading companies to achieve growth. In his previous roles, he built strong teams specializing in providing asset-based, cash flow, and structured loans and leases to mid-sized companies for working capital, growth and turnarounds. His experience spans multiple retail categories.

Tom is also well recognized for his passion for community service and regularly mentors young talent. He has served as a Corporate Citizenship Leader and Campaign Co-Leader for the United Way.

HIGHLIGHTS:

- Mentor, GE's Experienced Commercial Leadership Program
- Earned a Bachelor of Science degree in Accounting from Villanova University
- Named to Villanova University Board of Trustees

Bart Schaller

EVP and Chief Marketing Officer



In the role of Chief Marketing Officer, Bart Schaller is focused on innovation and growth for Synchrony Financial and for our partners. Bart is committed to driving new growth strategies, including developing new products, channels and value propositions for both business-to-business and business-to-consumer segments. His commitment is built upon over 25 years of insights working directly with major retailers on strategies to increase sales and expand customer relationships. He has developed and launched many new card and business programs, successfully repositioned value propositions, and integrated programs with retailers' core market strategies.

Most recently, Bart was SVP, Business Development, where he led new partner program sales activities, M&A opportunities and strategic investments. Prior to this role, Bart was the Vice President and General Manager for the GE Retail Consumer Finance Walmart relationship. In that role he was responsible for the overall growth and performance of the card programs with Walmart. In 2003, he was promoted to Vice President, Marketing for JCPenney Credit Services. Following several progressive roles in Operations, Marketing and Client Development, he joined the Lowe's Credit Services Team as Marketing leader in 1999.

HIGHLIGHTS:

- Earned a BBA in Marketing from Southern Methodist University

Paul Whynott

EVP and Chief Regulatory Officer



As the Regulatory Leader for Synchrony Financial, Paul Whynott brings a wealth of regulatory knowledge and deep experience to the company. His responsibilities include ensuring our business meets regulatory expectations, as well as overseeing compliance, supervisory affairs and regulatory strategy.

Before joining Synchrony Financial, Paul held a number of challenging and critical leadership roles at the Federal Reserve Bank New York (FRBNY) over a 21-year period. Most recently, he served as a Senior Vice President in their Financial Institution Supervision Group, in the role of Senior Supervising Officer responsible for Citigroup. Prior to that role, Paul oversaw the supervision of the U.S. operations for UBS. He also served as the lead onsite supervisor for JPMorgan Chase and the Bank of New York Mellon at the Federal Reserve.

Paul's financial experience also includes leading an analytical team focused on monitoring and identifying trends in the capital markets, and producing analysis of these trends for the benefit of senior FRBNY management and supervisory staff.

HIGHLIGHTS:

- Earned a Bachelor's degree in Economics from Connecticut College and an MBA in Finance from the Columbia School of Business, Columbia University