

What is Synchrony Financial?

• Ticker Symbol: SYF

• Exchange: NYSE

• Stock Price: \$33.27

• Market Cap: \$21.5 billion



• Revenues (FY2019): \$17.2 billion



What is Synchrony Financial?

- Financial services company specializing in custom financing and banking services
 - Across industries such as national/regional retailers, local merchants, manufacturers, and healthcare service providers
- Partners with over 500 retailers in the U.S. (Retail Card)
 - <u>390,000 locations</u>
- Provides financing for major consumer purchases (Payment Processing)
- Provides financing for major medical bills (CareCredit)





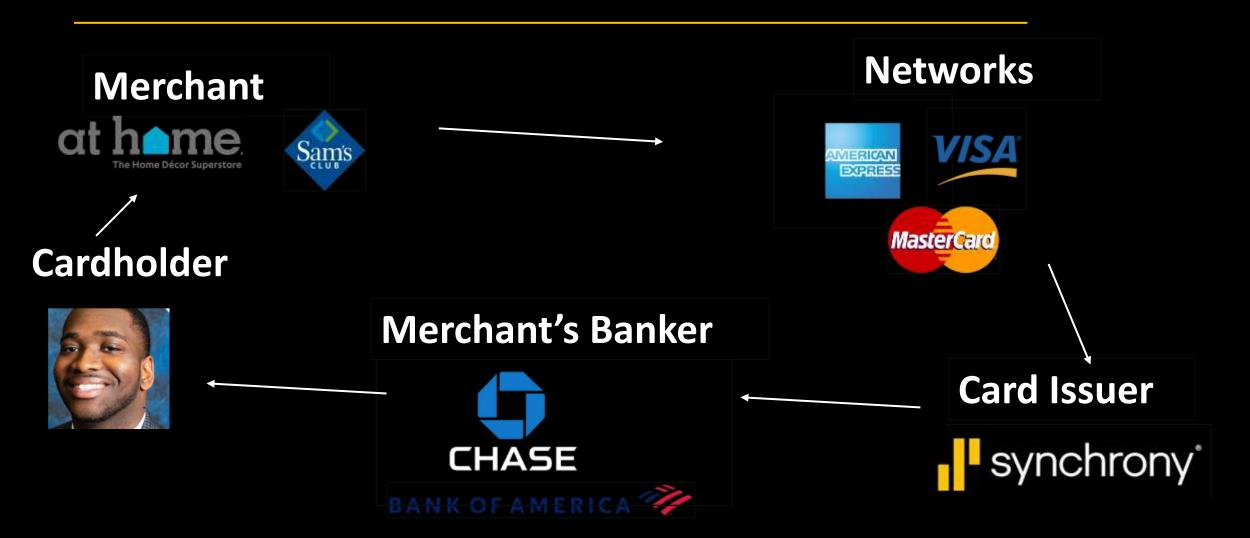
Timeline (History)

- 1932 General Electric begins offering financing plans to help consumers more easily pay for appliances.
- 1970 First GE-branded credit card is released
- 1981 GE Capital Retail Bank is founded to provide retail credit services to consumers
- 1981 CarCare is established, providing financing for auto repair and products.
- 1998 Establishes partnerships with JCPenney and Walmart.
- 2007 Partnerships with Chevron and Texaco.
- 2009 First mobile banking app.
- 2014 Spun-off into Synchrony Financial





Credit Card Transactions



Industry Overview

- Synchrony is very specialized in its business model compared to the nearest competition
 - Focuses on retail industry, but different types of retail
- Industry-specific metrics outperform peers
 - Net Interest Margin
 - Return on Assets
- Market is very segmented
 - American Express (AXP) focused on high end
 - Capital One (COF) focuses on lower classes







How Synchrony Makes Money

• As a financial institution, Synchrony earns money via fees and interest income on loans and invested cash balances

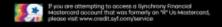
• Large portions of revenue are recognized on the income statement but are actually

receivables (owed within 1 year)

• The spread between deposits and loans











Credit Products

• Private Label Credit Cards

• Dual Cards/Co-Branded Cards



• Pay-in-full Accounts Receivable

• Installment Loans





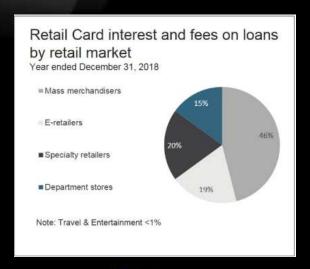
Retail Card

- Private label credit cards and Dual Cards (private co-branded cards)
- Most are closed-loop, only can be used at participating retailers
- 29 national and regional retailers with over 40,000 retail locations
- Contracts range from five to ten years on average





At Decembe	er 31, 2018 (length of relation	isinp iii years)		
Mass merchandisers	Specialty retailers	Department stores		
Lowe's (39)	American Eagle (22)	Belk (13)		
Sam's Club (25)	At Home (2)	JCPenney (19)		
Walmart (19)	BP (3)	Stein Mart (12)		
E-retailers	Chevron (11) Travel & Entertainm			
Amazon (11)	Citgo (2)	Cathay Pacific (1)		
Ebates (5)	Crate and Barrel (1)	Fareportal (2)		
eBay (1)	Dick's Sporting Goods (15) Marvel (2)			
Evine Live (12)	Gap (20)			
Google Store (2)	Men's Wearhouse (20)			
PayPal (14)	Mills Fleet Farm (13)			
QVC (13)	Nissan and Infiniti (1)			
	Phillips 66 (5)			
	TJX (7)			





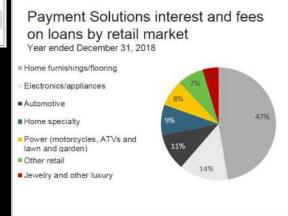
Payment Processing

• Leading provider of promotional financing for major consumer purchases



- Promotional periods are offered as incentive
 - Deferred interest
 - No interest
 - Reduced Interest





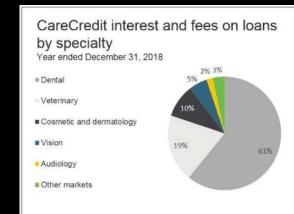


Care Credit

• Promotional financing for health, veterinarian, and personal care products

• Partners mainly individuals and small providers of healthcare services

• Health-focused retailers (Pharmacies)



CareCredit key relationships Rite Aid Walgreens Approximately 175,000 providers across over 220,000 locations at December 31, 2018 Expansive network of independent healthcare providers National and regional healthcare providers Aspen Dental Heartland Dental LCA Vision Mars Petcare Professional and other associations American Dental Association American Society of Plastic Surgeons American Veterinary Medical Association







- Offers FDIC-insured savings and deposits products
- Deposits help to fund loans made on credit cards
- Due to higher average APRs, SYF can offer higher interest rates on the Bank's products
- ~\$67 billion in deposits, makes up 73% of funding

Millions (\$)



Key Partners



Largest e-commerce retailer, hundreds of billions in sales

12 year relationship



Biggest retailer for auto parts
21 year relationship



Duopoly with Home Depot as home improvement
40 year relationship



One of the largest mattress retailers in the world

19 year relationship



One of the largest wholesale retailers in North America

26 year relationship



Pharmacy and convenience store, (9000 locations)

~30 year relationship



Loyalty Programs

• Statement Credit

Deferred/No Interest

• Cash Back Rewards (1-5%)

- Redeemable rewards points
 - Merchandise Discounts









Synchrony Connect

Value-added program offering expertise in non-finance related areas

Grow [il	Lead 2	Operate 🇵		
Innovation	Strategies for Leadership	Customer Service		
Marketing	Organizational Strategy	Risk Management		
Customer Relationships	Talent Management			
		- synch		

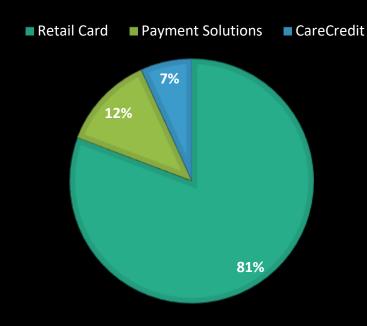
Retail Share Agreements

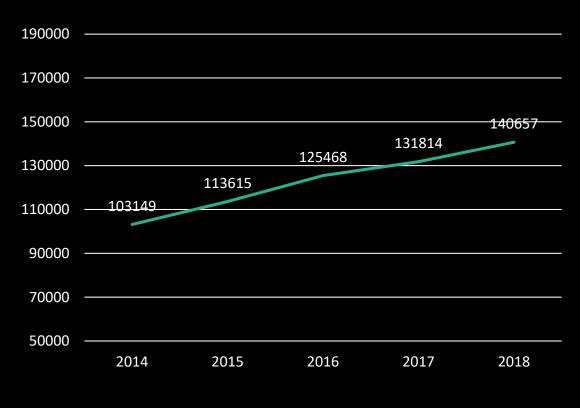
- Revenue is shared with retail partners if certain metrics and thresholds are met
- Measured as a certain percentage of interest income minus all other expenses
- Aligns interests and incentivizes partners for continued business





Purchase Volume



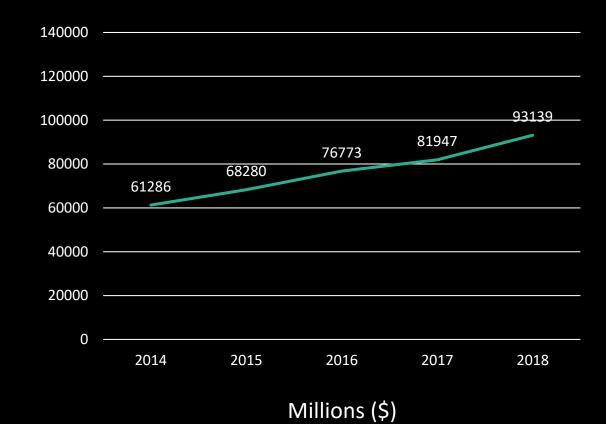


Millions (\$)



Loan Receivables







Private Label and Dual Credit Card

- The majority of Synchrony's credit cards are in a closed-loop network.
- These are known as **private label credit cards**, meaning they can only be used at their co-branded stores.
 - LOUIES

 OOO OOI amazon Prime
 STORE CARD
 STORE CARD
 1234 SE 78 9032 3456

- The open-loop network, also known as **dual** credit card.
- Affiliated with a credit card network like Visa or Mastercard and can be used anywhere those card types are accepted.













Network Effect

The **co-branded** card also known as the multi-category card.











Promotional Financing









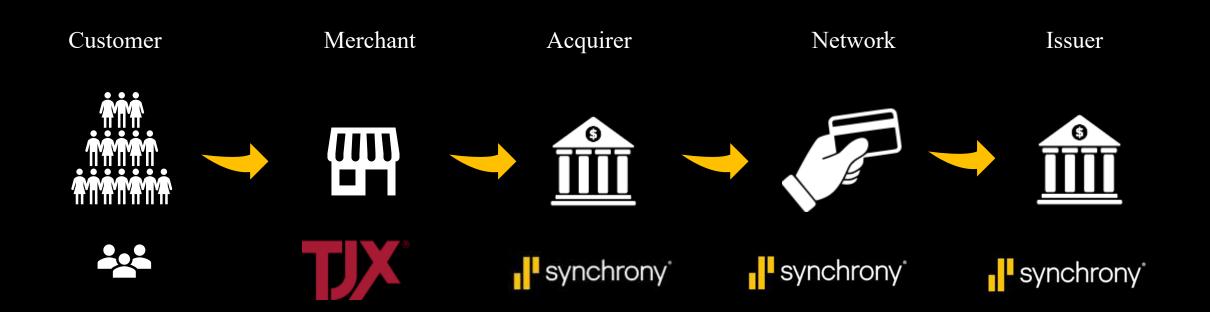




Open Loop Network



Closed Loop Network





Switching Costs



Transactional Data

- Card Transactions
- Account Attributes
- · Payment Data



Behavioral Attributes

- · In-store vs. Online
- Frequency Patterns



Channel Interactions

- Customer Service Calls
- · Online Interaction
- Marketing Solicitations
- Unstructured Data



Purchase Data

- SKU Level Data
- Loyalty Program Data
- Shopping Visit Patterns



Industry Benchmarks

- Competitor Key Metrics
- Association Benchmarks
- · Macro-economic Trends



Customer Insights

- Customer Profile Data
- Social Presence Index
- Social Media Feeds



Network Effect

The **co-branded** card also known as the multi category cards.







Car care has over 730,000 partner locations in 2019 up from 500,000 in 2018.

Care Credit has over 240,000 locations in 2019 up from 200,000 in 2018.

Home Credit Card is accepted in over 1 million home-retail locations nationwide.





- Retailers generate additional income through the retailer share agreement with SYF.
- Once certain agreed upon performance challenges are met, SYF shares revenue with retailers.
- In 2017, SYF paid \$2.9 billion in retail share agreements. This motivates retailers to incentivize customers to use their private label card.
- Average length with partners 21 years.

- Switching private label credit card providers is a risk.
- Losing the quality customer data, which could disrupt the purchase behavior of a retailer's loyal customer.
- Example, when Costco discontinued Amex for Citi, some customers cancelled their membership, or they started using other credit cards.
- In 2016, Citi received more than 1.5 million customer service calls around the time of the transaction.





Risk Factors

- SYF's top 5 customers accounted for 47% of total interest and fees on loans.
- Retail Apocalypse
- In 2017 Toys R us filed for bankruptcy
- Just because they go bankrupt does not mean people stop paying their debt
- SYF turned the Toy R us private label credit card into a general-purpose card. Allowing the consumer to continue using the card in other locations.















40 years

26 years

14 years

21 years 19 years

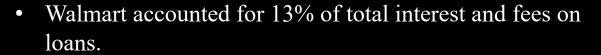
Retail Card program agreements typically have contract terms ranging from approximately five to ten years.





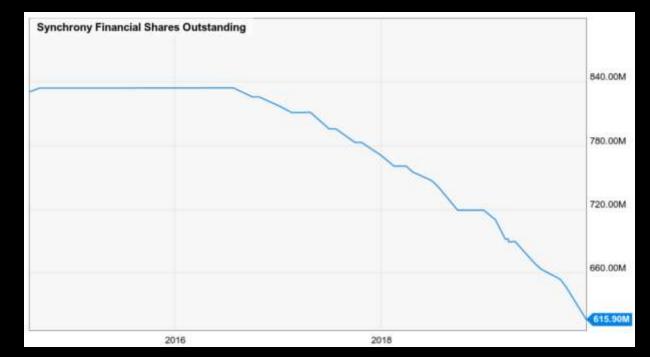




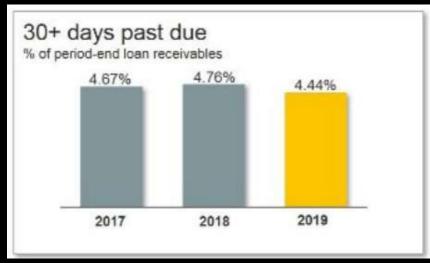


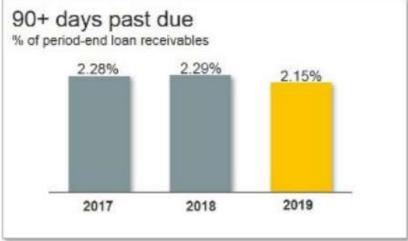
- SYF successfully renewed over 50 relationships, including five of their largest ongoing programs:
- PayPal, Lowe's, JCPenney and, in January 2019, Amazon and Sam's Club, a Walmart subsidiary.
- In addition to renewing key partnerships, SYF won over 35 new business deals.
- SYF sold debt portfolio to Capital One.
- Used the proceeds to buy PayPal Credit for \$7.6 billion and to buy back shares.
- SYF reduced share count by 14%.

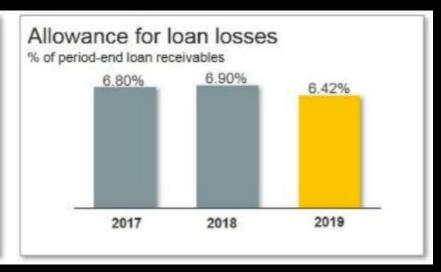




Walmart >







SYF	2014	2015	2016	2017	2018	2019
Average FICO score	715	715	714	715	718	719

Risk Factors

- Rapidly changing technology.
- Fintech and Blockchain Technology.
- Recessions, Economic slowdowns.
- Cyber Attacks, such as the one that happen in TJX back in 2006.
- TJX became a partner with SYF in 2011.











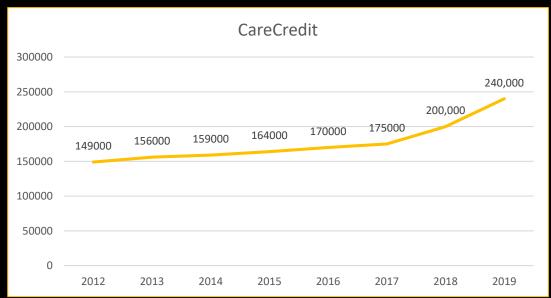


Growth Drivers



- Using Care Credit provides flexibility when paying for a wide range of healthcare and personal care expenses that are not covered by insurance.
- You can use it for dental care, eye surgery, eye-glasses and contacts, hearing, trips to the veterinary and more.
- Total Interest and Fees on Loans, 7 years, 7.28% CAGR.

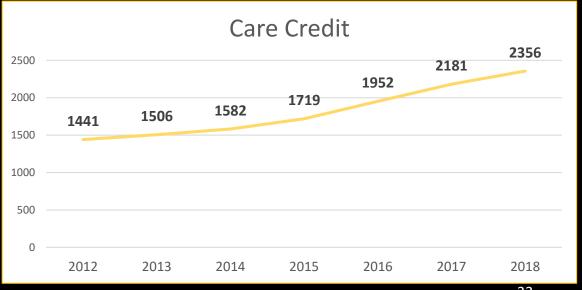
Location





- SYF acquired Pets Best to expand Care Credit Platform in rapidly growing pet market.
- In 2018 the Pet Health Insurance market was worth 72 billion dollars.
- The Pet Health Insurance market is anticipated to double by 2022.

Interest Income



Growth Drivers

- SYF purchased PayPal's credit business for \$7.6 billion.
- PayPal Credit is an open-end credit card account that provides a reusable credit line built into your account.
- Venmo has over 40 million users.
- Giving you the ability to pay for your purchases right away or over time.







Multi Category Cards



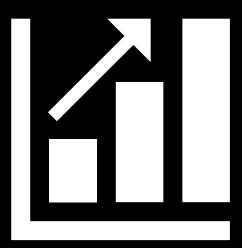






Most Recent Earnings Report (4Q 2019)





New Partners and Renewed Key Relationships

Added new partnerships











Renewed and extended key relationships









Renewed and Extended CareCredit key relationship

Demant



January 23, 2020, 9:10 AM EST

Verizon to Offer New Credit Card in Partnership with Synchrony

*very diverse consumer data

BASKING RIDGE, NJ and STAMFORD, Conn. - January 23, 2020 - Today, Synchrony (NYSE: SYF) and Verizon (NYSE: VZ) announced a partnership in which Synchrony will become the exclusive provider of Verizon's co-branded consumer credit card. Together, the companies will launch the first credit card designed specifically for Verizon customers.

"We are thrilled to be working with Verizon as they continue to bring innovation to their customers. This partnership is a great growth opportunity for Synchrony as we continue to diversify our portfolio," said Margaret Keane, CEO, Synchrony.

"Verizon's loyal customers expect the best possible experiences and today's announcement extends that commitment to the credit card market," said Ronan Dunne, Executive Vice President and Group CEO - Verizon Consumer.

The new Verizon credit card from Synchrony is expected to launch during the first half of 2020.

Customers can stay informed of updates by visiting verizon.com/YourNewCard.



About Synchrony

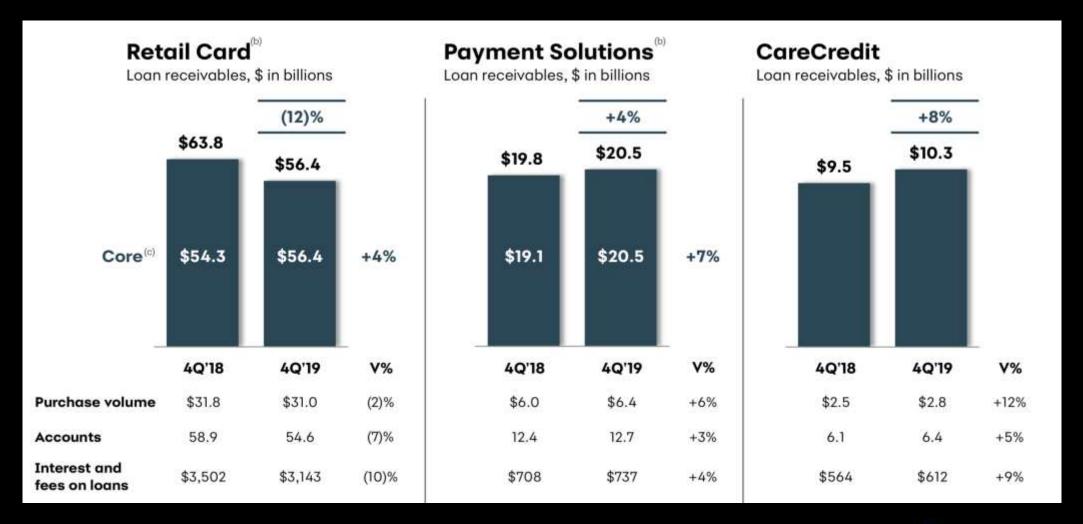
Synchrony is a premier consumer financial services company delivering customized financing programs across key industries including retail, health, auto, travel and home, along with award-winning consumer banking products. With more than \$140 billion in sales financed and 80.3 million active accounts, Synchrony brings deep industry expertise, actionable data insights, innovative solutions and differentiated digital experiences to improve the success of every business we serve and the quality of each life we touch. More information can be found at www.synchrony.com and through Twitter: @Synchrony.

About Verizon Communications, Inc.

Verizon Communications Inc. (NYSE, Nasdaq: VZ) was formed on June 30, 2000 and is celebrating its 20th year as one of the world's leading providers of communications, information and entertainment products and services. Headquartered in New York City and with a presence around the world, Verizon generated revenues of \$130.9 billion in 2018. The company offers voice, data and video services and solutions on its award winning networks and platforms, delivering on customers' demand for mobility, reliable network connectivity, security and control.



PLATFORM RESULTS OVER PAST 1 YR









Liquid assets

Total liquidity

% of Total assets

Undrawn credit facilities





MANAGEMENT'S OUTLOOK





Net Interest Margin

Net Charge-Off Rate

Efficiency Ratio

ROA

RSAs/Average Receivables

2019 Outlook

In-line with expectations with

solid Core growth across each

platform

In-line with expectations

Higher RSAs due to improved program

and credit performance

Drivers noted above led to higher ROA

Core Loan Receivables Growth (0)

5% - 7%

15.75% - 16.00%

4.0% - 4.2%

5.7% - 5.9%

~ 31.0%

~ 2.5%

2019 Actual

5%

15.78%

4.4%

5.6%

31.9%

2.7%

Improved program and credit performance Better than expectations with favorable credit trends



Net Interest Margin

Net Charge-Off Rate

Efficiency Ratio

ROA

2020 Outlook

2020 Ir

npact of	
ECL	

ď	synchrony

With CECL (GAAP) 5% - 7%

No impact

No impact

No change to the

range

No impact

~+\$300MM

No impact

~(0.3)%

Expect growth to accelerate in 2H2O as new programs launch

Loan Receivables Growth

15.25% - 15.50%

Walmart conversion impact excess liquidity (~\$3B) and higher Walmart loan yield CECL impact not expected to

change range

Benefit from Walmart

Stable credit and larger CECL

reserve build for growth

Walmart impact and new

program investments

CECL and new program

investments

RSAs/Average Receivables

4.3% - 4.5%

5.4% - 5.6%

\$800MM - \$900MM

~ 32%

~ 2.2%

Reserve Build

Grow core partnerships and continue to add new programs at attractive returns

Strategic Purpose: Ensure continued growth of our core business at appropriate risk-adjusted returns

- · Drive growth for our partners and continue to strengthen our relationships by delivering new products and capabilities
- · Launch new programs with a focus on fast-growing partners where we can leverage our technology and capabilities

Diversify the business through targeted strategies in Payment Solutions, CareCredit, and Synchrony branded products

Strategic Purpose: Diversify and expand business by accelerating growth in smaller programs and new products

- · Grow Payment Solutions through point-of-sale capabilities and innovative product offerings
- Grow CareCredit through broader acceptance and further expansion of the network (health systems)
- · Invest in Synchrony branded products Auto and Home Networks, Synchrony Mastercard, and additional deposit products
- · Leverage acquisitions to develop and grow new revenue sources (e-gifting, pets)

Deliver best in class customer experience through technology and data analytics

Strategic Purpose: Drive a customer first approach to deliver exceptional customer experiences to drive growth

- Continue expansion of advanced analytics leveraging customer level performance dynamics
- Further develop capabilities to deliver a frictionless customer experience
- Leverage alternative data and machine learning to further drive innovation (e.g. underwriting and authentication)

Operate with a strong balance sheet and financial profile

Strategic Purpose: Drive growth at attractive risk-adjusted returns while maintaining strong capital and liquidity levels

 Disciplined capital allocation approach to drive growth, launch new programs and invest in new products and capabilities and continue to return capital to shareholders^(a)





KEY MANAGEMENT



Margaret Keane

- Chief Executive Officer
- Former president and CEO of GE Capital Retail Finance Business from 2004 2011



Kurt Grossheim

- EVP & COO 2015 Present
- Former CEO of GE Capital Bank



Neeraj Mehta

- CEO and EVP
- CEO of payment solutions
- Chief Commercial Officer
- Former GE EVP and CEO of commercial distribution. finance, started with GE in 1996





Paul Whynott

- EVP and Chief Risk Officer
- Former senior VP of the Federal Reserve Bank of New York from 1992-2014





Brian Doubles

- EVP and CFO
- With synchrony for 10 years (including before split off from GE)
- Key asset in spinning off and the IPO of synchrony



Carol Juel

- CIO and EVP
- Former CIO of GE capital retail finance
- 2009-Present

DEBTANALYSIS AND OBLIGATION RATIO

OBLIGATION RATIO



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+ Leases * 7

+ Pension shortfall

+ Preferred stock

- Cash

\$19,866 mill

+ \$294 mill * 7

+0

+0

- \$12,963 mill

Net Income

\$3,799 mill

OBLIGATION RATIO: 2.35 **YEARS** < 5 = **PASSES**



SHORT AND LONG-TERM DEBT MATURITIES

Debt Maturities

The following table summarizes the maturities of the principal amount of our borrowings of consolidated securitization entities and senior unsecured notes over the next five years and thereafter:

(\$ in millions)	_	2019	 2020	 2021	2022	2023	The	ereafter
Borrowings	\$	5,985	\$ 6,575	\$ 5,400	\$ 1,634	\$ 707	\$	3,750



Debt is spread out and should not be a problem.



SHORT AND LONG-TERM DEBT MATURITIES

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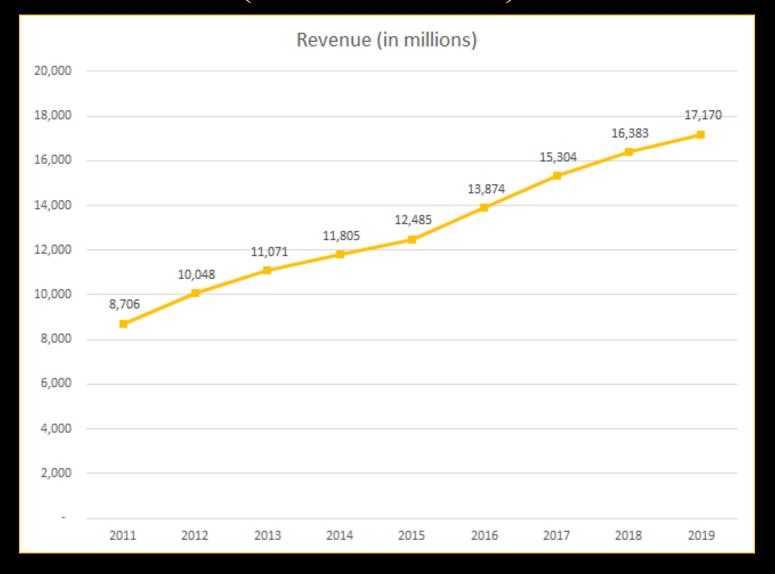
(\$ in millions)	2019	 2020	2021	 2022	2023	The	ereafter
Borrowings	\$ 5,985	\$ 6,575	\$ 5,400	\$ 1,634	\$ 707	\$	3,750



*12, 963 million in Cash Assets *3, 799 million net Income

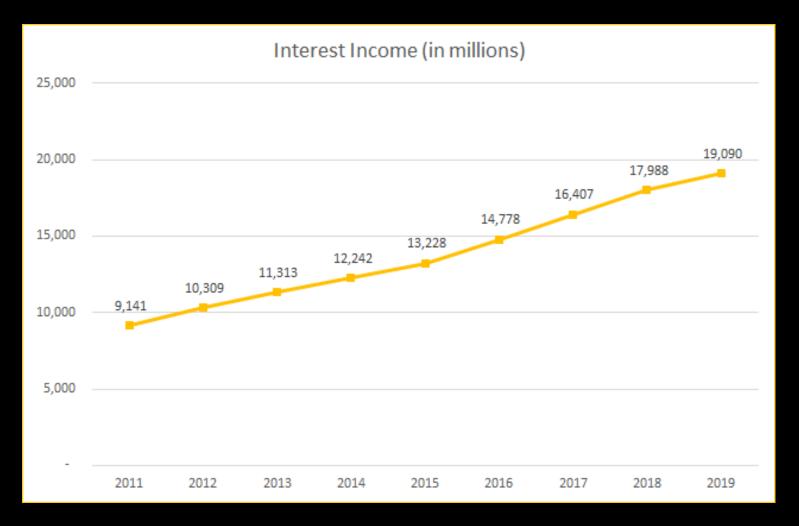
Interpretations of Financial Statements (IOFS)

Revenue (in millions)



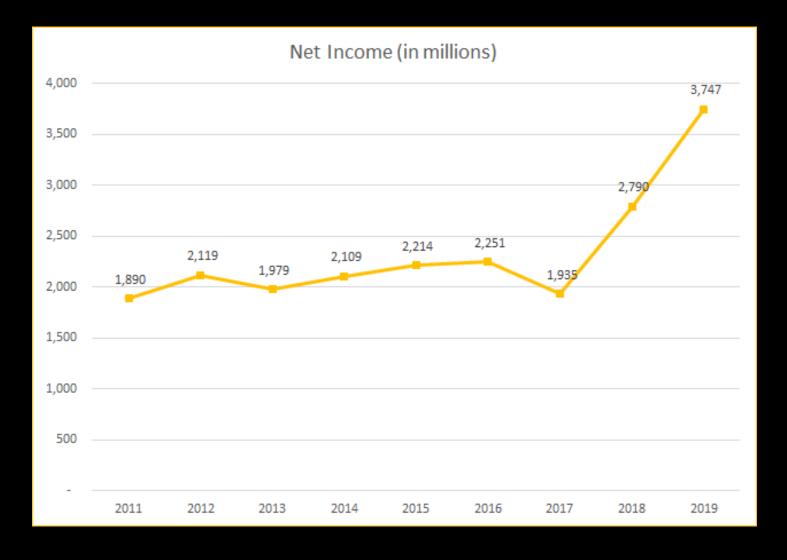


Interest Income



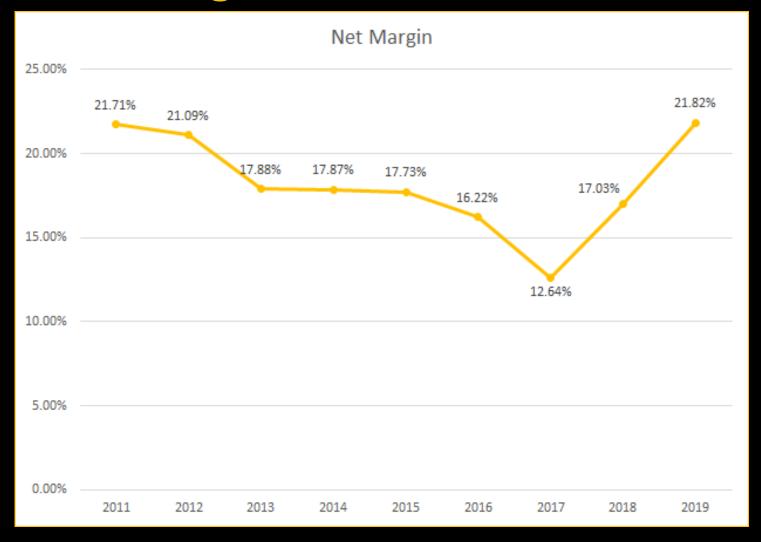


Net Income





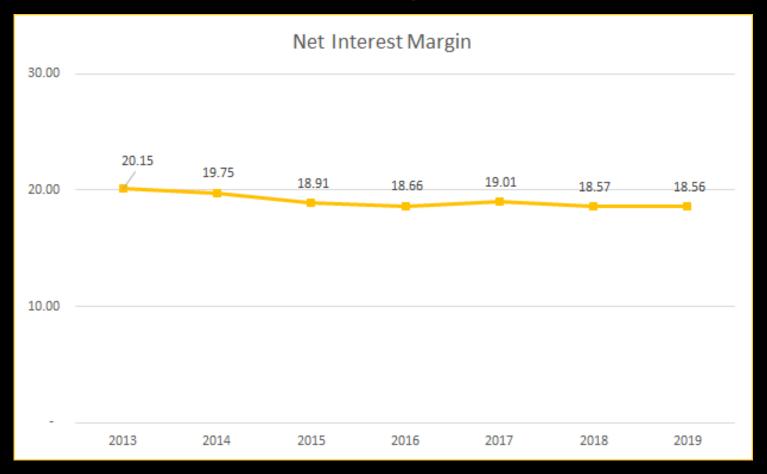
Net Margin



We look for a ratio above 10%



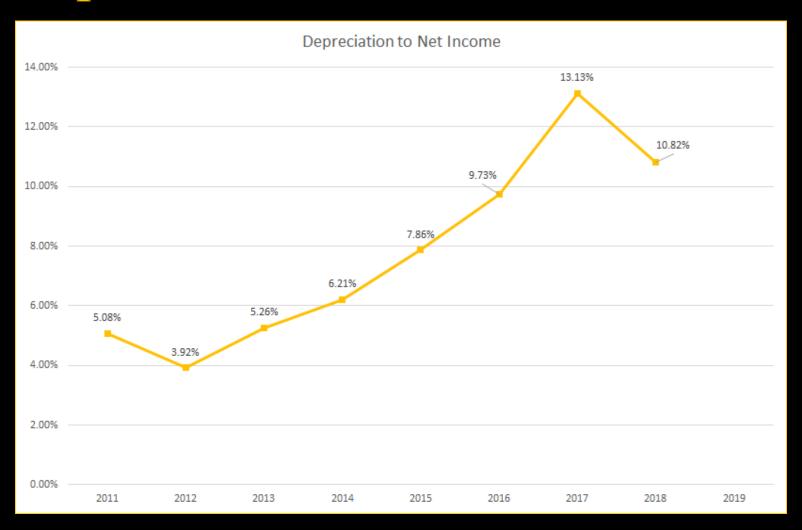
Net Interest Margin



We look for a ratio above 10%



Depreciation to Net Income



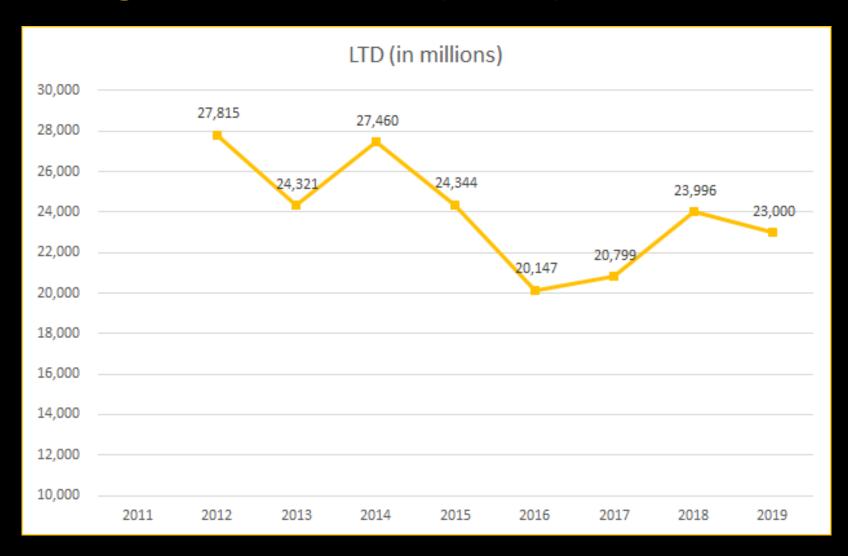
We look for a Depreciation to Operating Income ratio to be below 10%.

But since SYF is a bank they do not have Operating Income.



We look for a declining trend

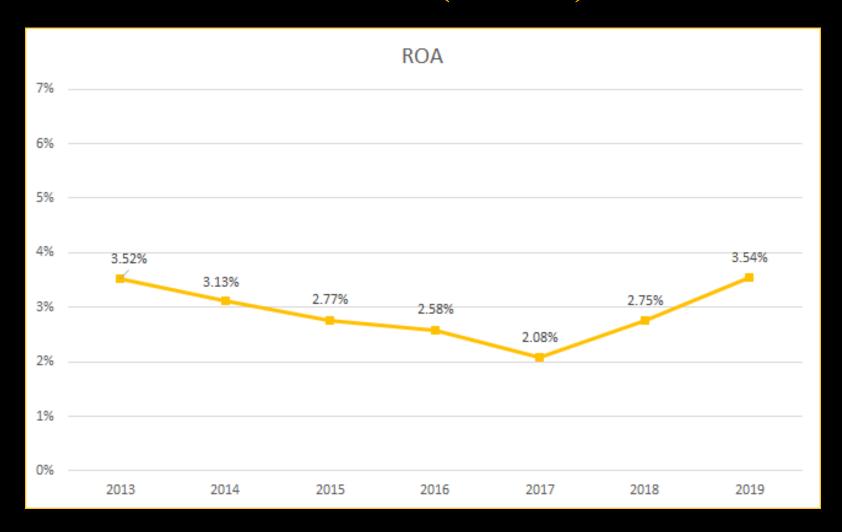
Long-Term Debt (LTD)





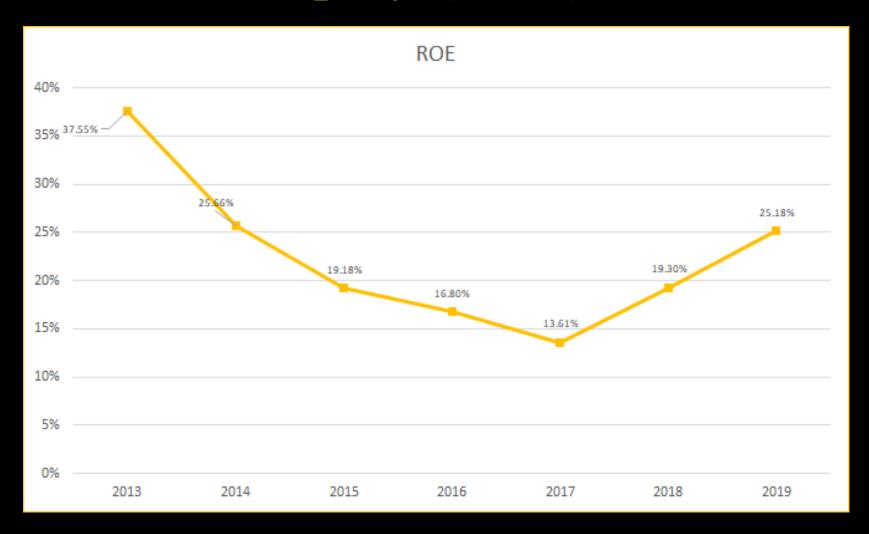
Return on Assets (ROA)

We look for a ROA ratio above 1%





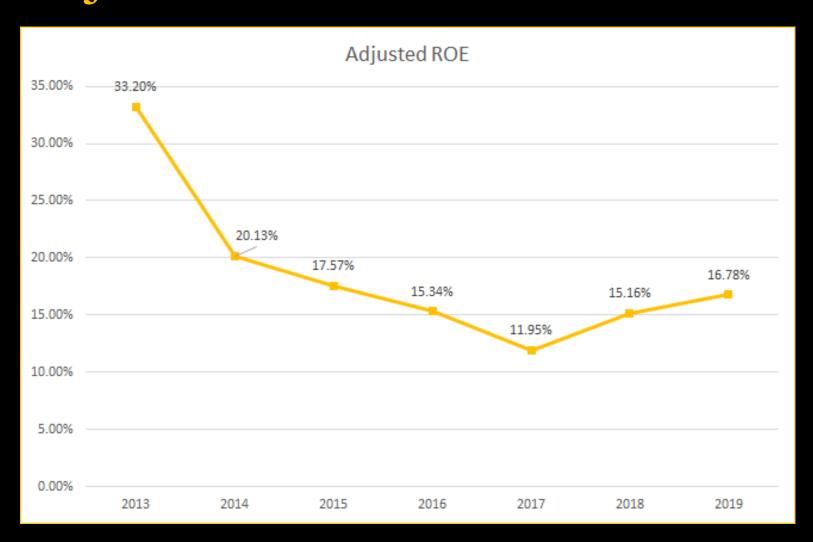
Return on Equity (ROE)





Adjusted ROE

We look for this ratio to be above 15%





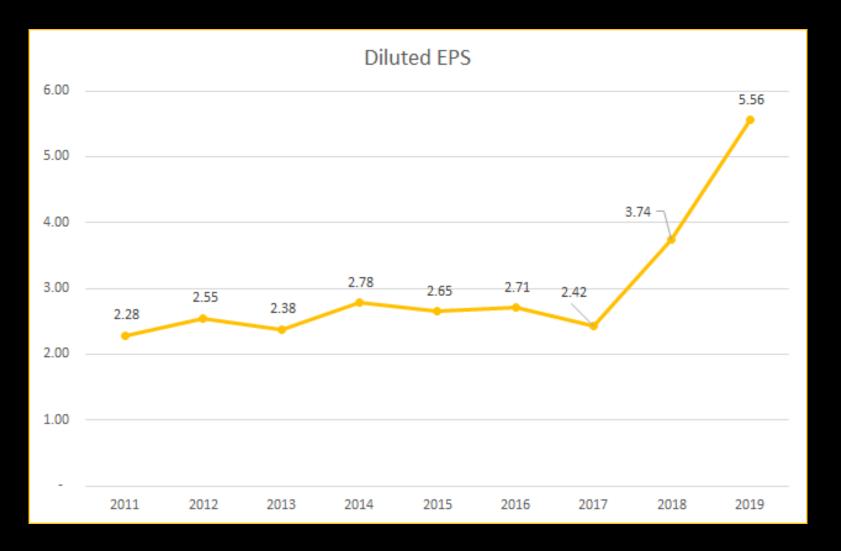
Total Shares Outstanding (millions)

We look for a declining trend



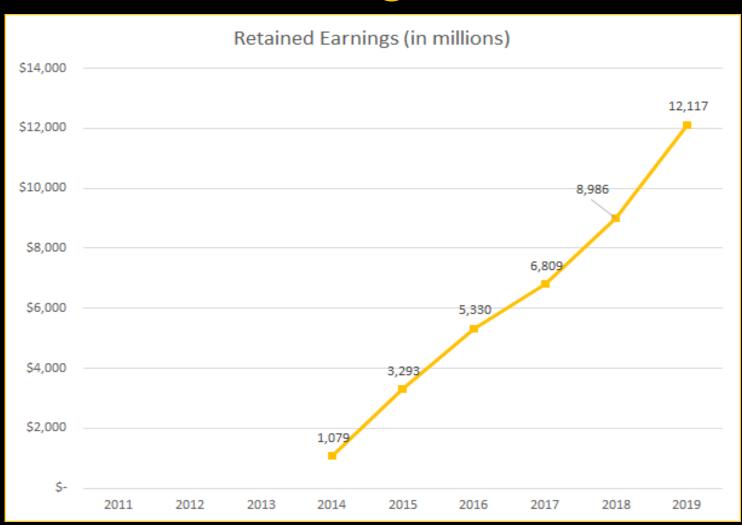


Diluted EPS



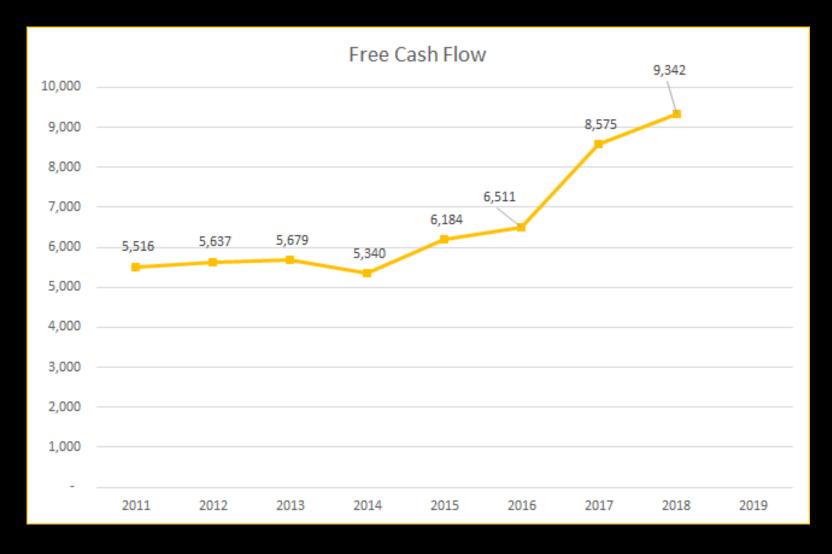


Retained Earnings





Free Cash Flow





Interest Expense to Net Income

Interest Expense to Net Income 80.0% 71.9% 70.0% 61.1% 60.0% 55.4% 51.3% 49.3% 50.0% 43.7% 37.5% 40.0% 35.2% 30.0% 20.0% 10.0% 0.0% 2012 2011 2013 2014 2015 2016 2017 2018 2019 ----70% Threshold ----35% Threshold

We look for this ratio to be below 70%

Great if below 35%



We look for this ratio to be above 10%

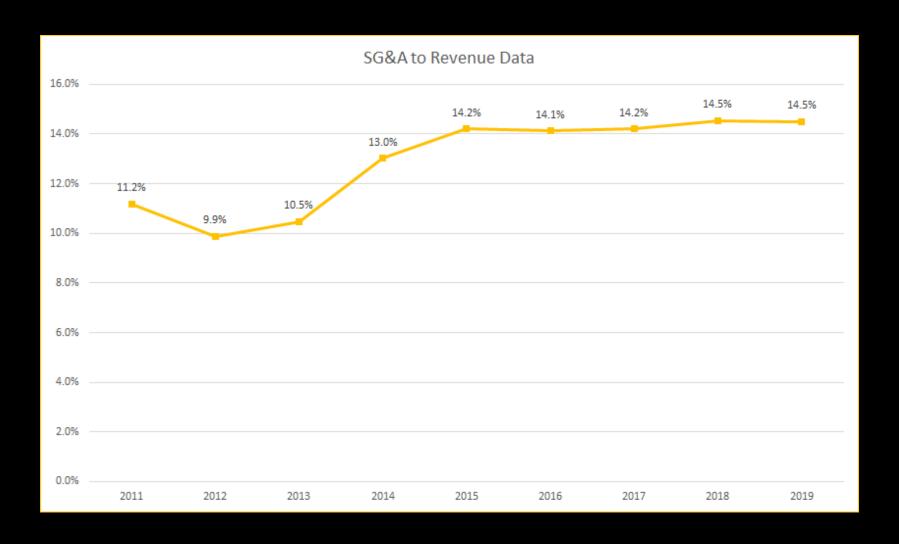
FCF Margin





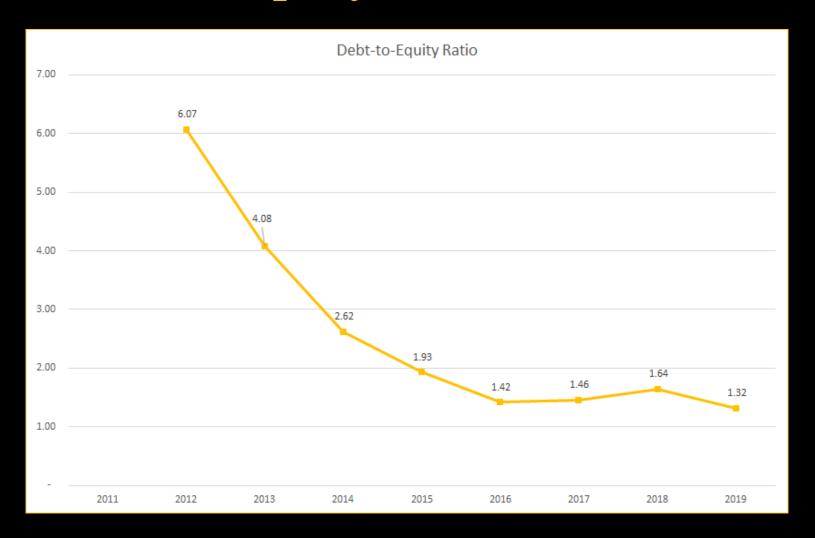
SG&A to Revenue

We look for this ratio to be below 80%





Debt-to-Equity Ratio



We usually look for a business to have a Debt to Equity ratio below 0.80.

Since SYF is a Financial Institution, Buffett likes a Debt to Equity ratio below 9.



Historical Dupont Analysis

Year	Total Asset Turnover	Net Profit Margin	Financial Leverage Multiplier	Return on Equity
2019	0.16	22%	6.95	24.6%
2018	0.16	17%	7.28	20.0%
2017	0.16	13%	6.73	14.0%
2016	0.16	16%	6.35	16.4%
2015	0.16	18%	6.66	18.5%

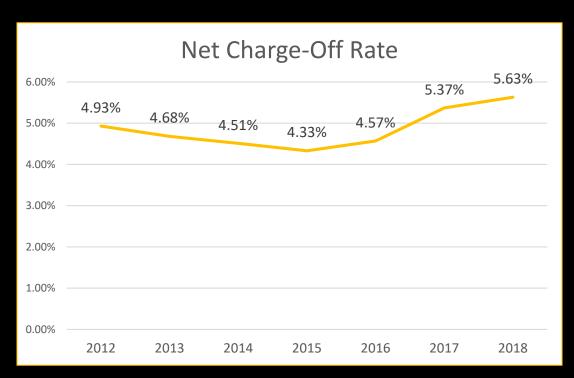


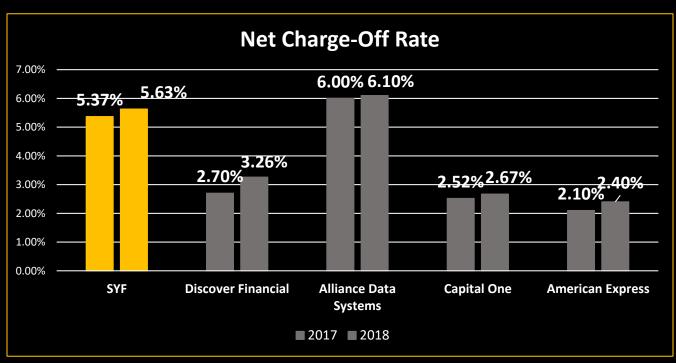
Industry DuPont Analysis

Company	Total Asset Turnover	Net Profit Margin	Financial Leverage Multiplier	Return on Equity
synchrony	0.16	22%	6.95	24.6%
DISC VER	0.10	25.8%	9.61	25.4%
AllianceData.	<mark>0.19</mark>	5.6%	16.34	17.7%
cıtıgroup	0.04	<mark>26.1%</mark>	10.10	10.1%
AMERICAN EXPRESS	0.16	21.9%	8.61	<mark>30.1%</mark>
Capital One	0.07	19.4%	<mark>6.73</mark>	9.8%



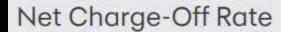
Specific Industry Metrics





2020 Outlook

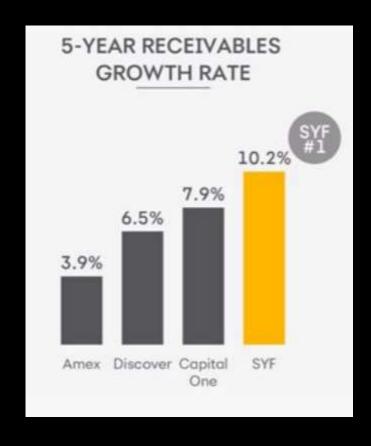
Benefit from Walmart



5.4% - 5.6%



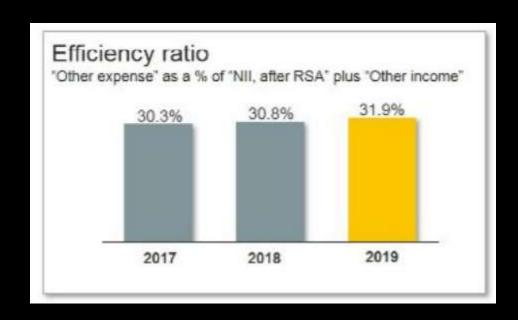
Industry Specific Metrics







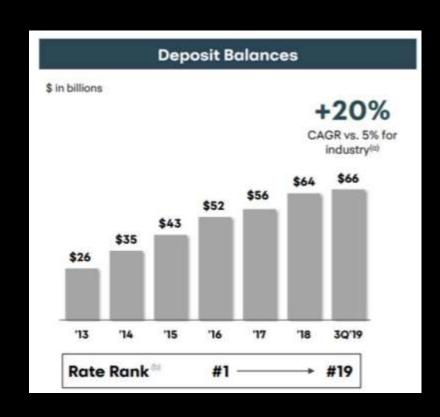
Industry Specific Metrics

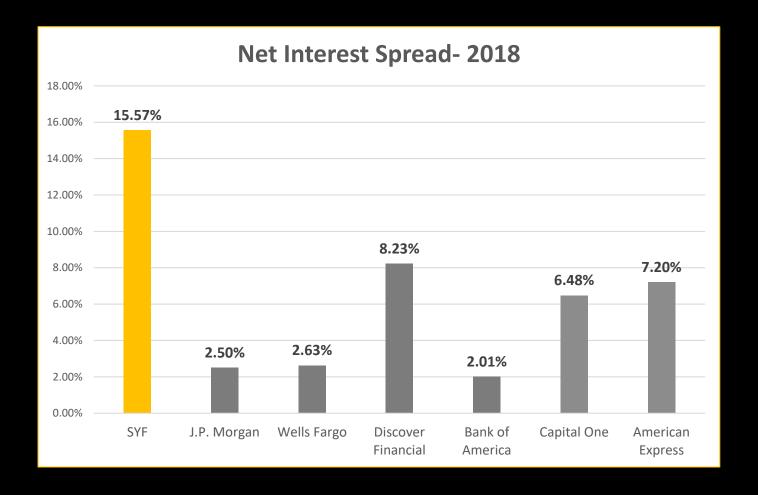






Industry Specific Metrics

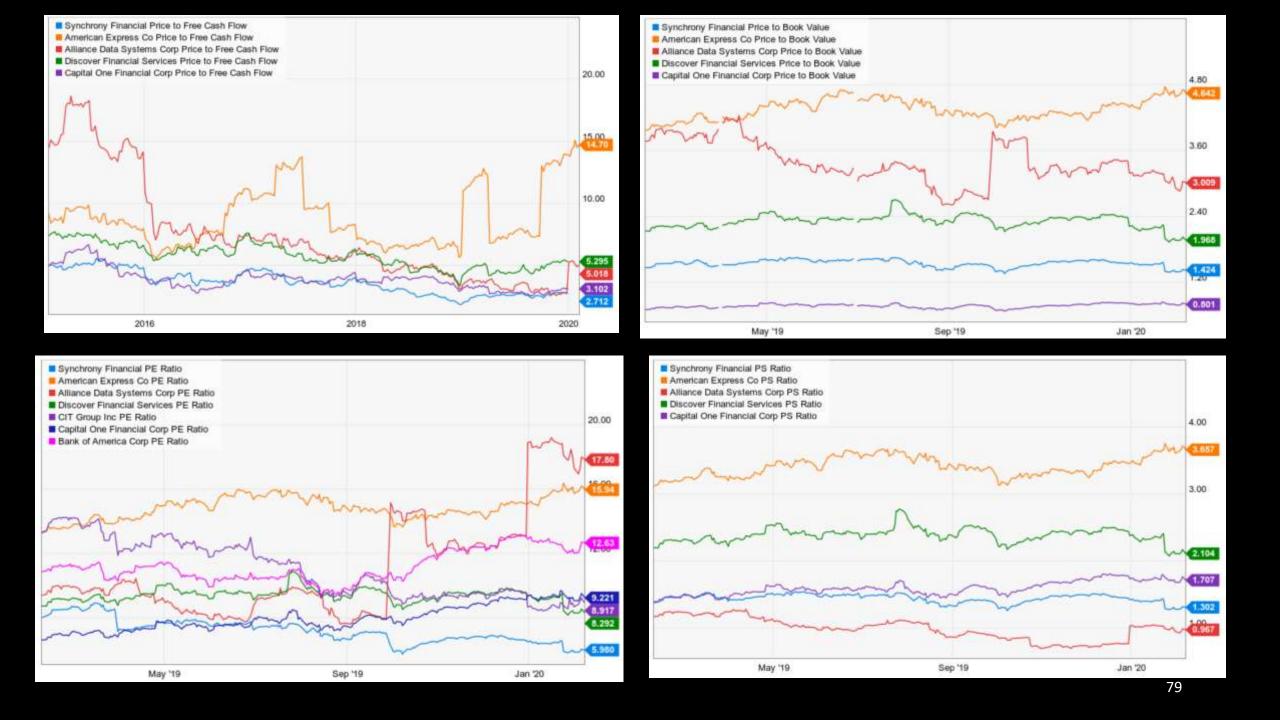






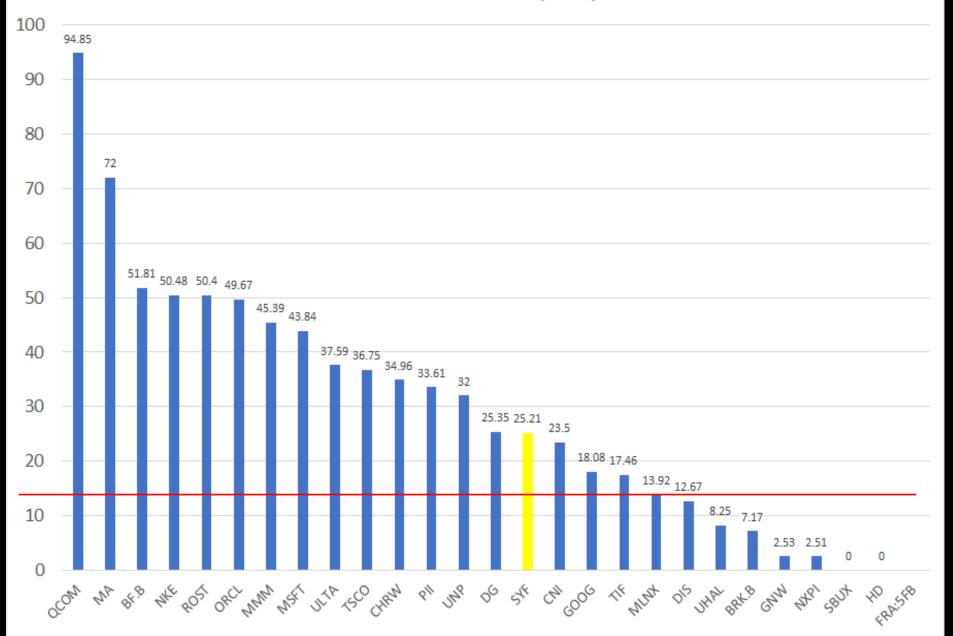






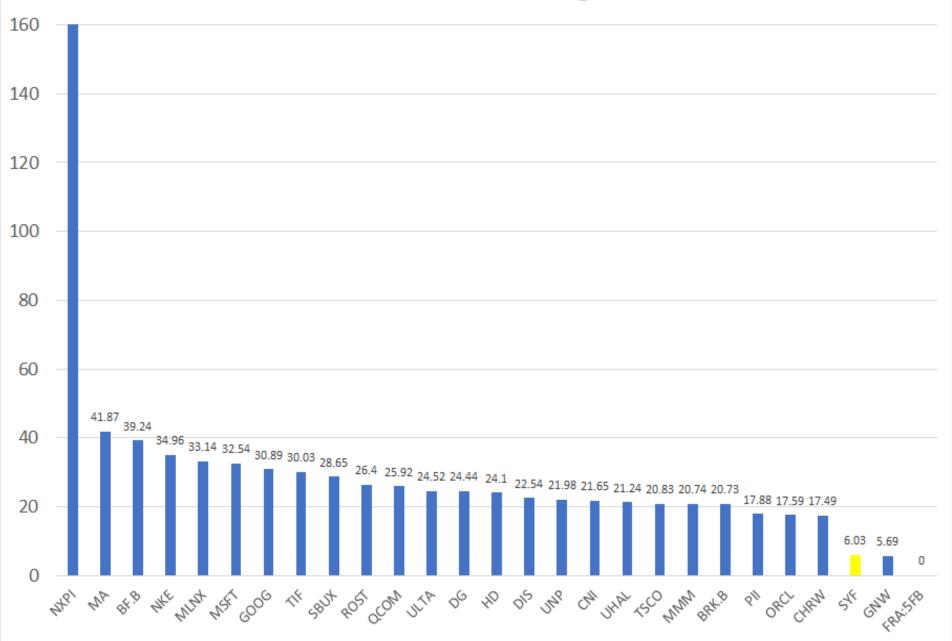
Intraportfolio

Return on Equity



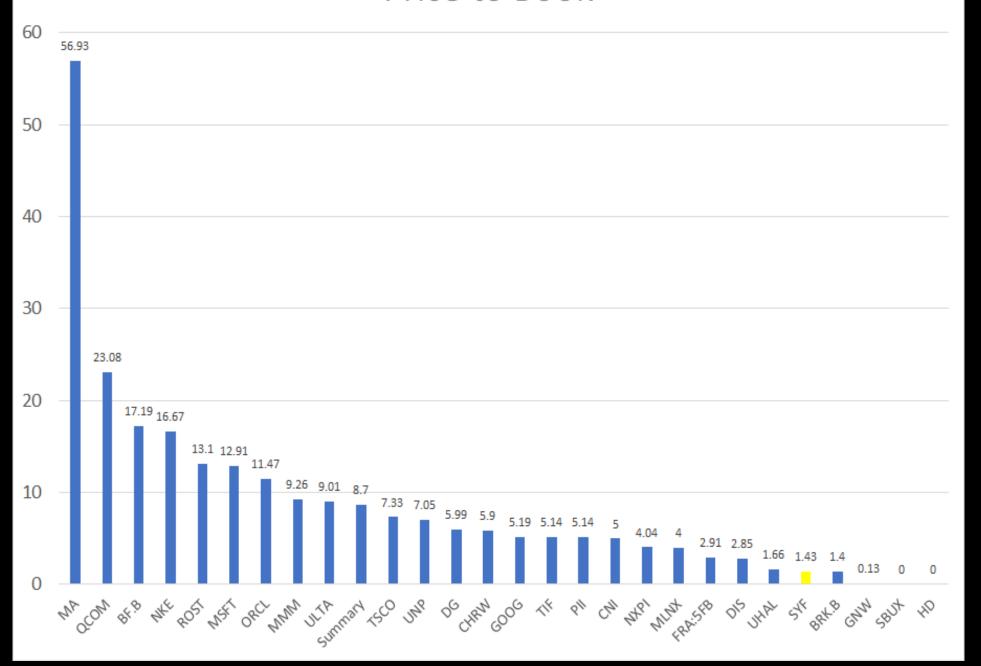
Above 15%

Price to Earnings



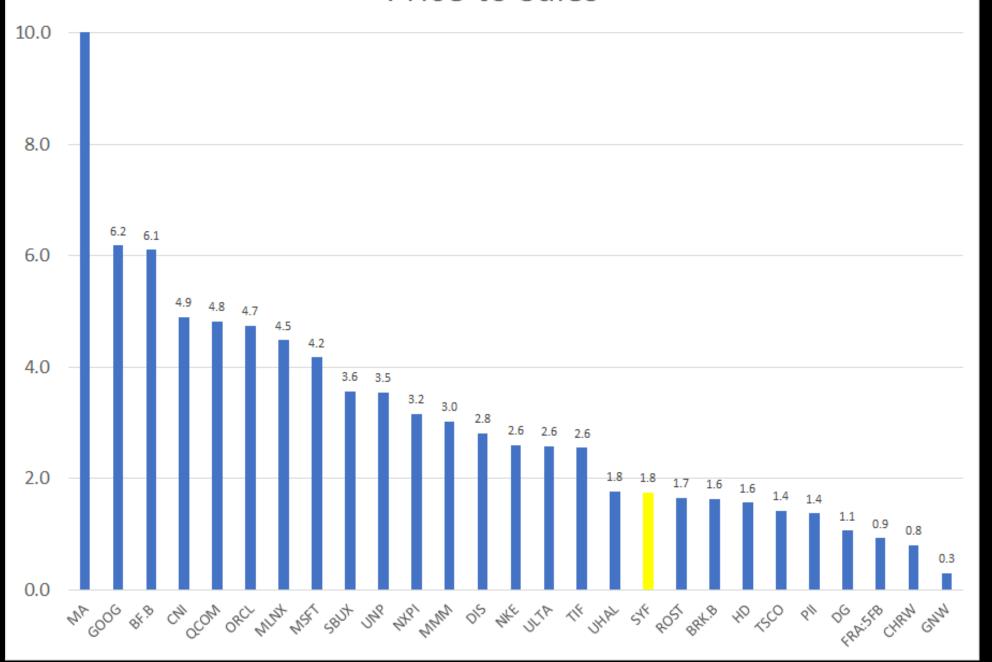
The lower the better

Price to Book



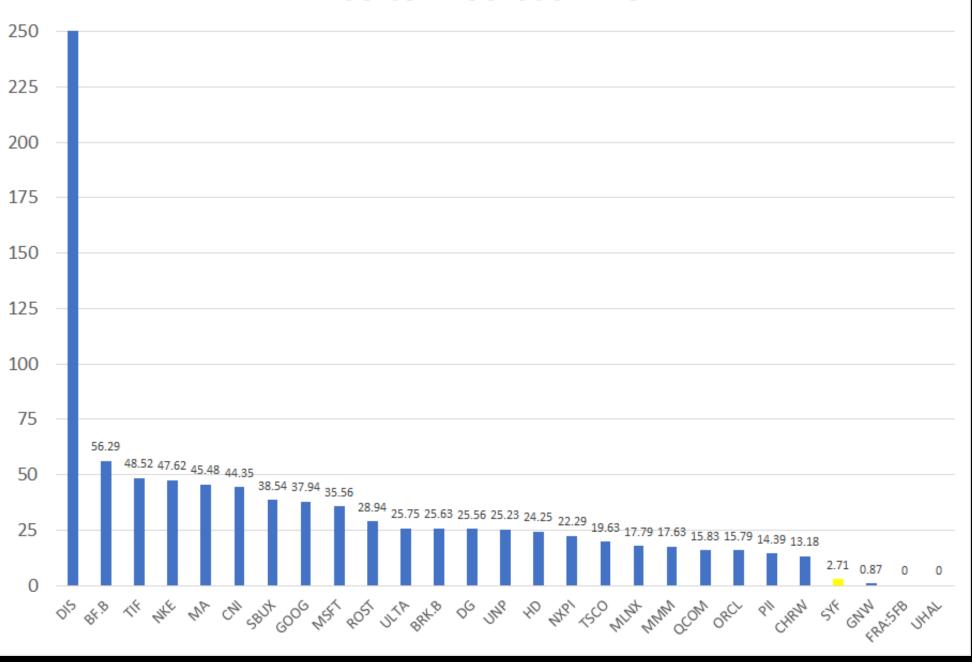
The lower the better

Price to Sales

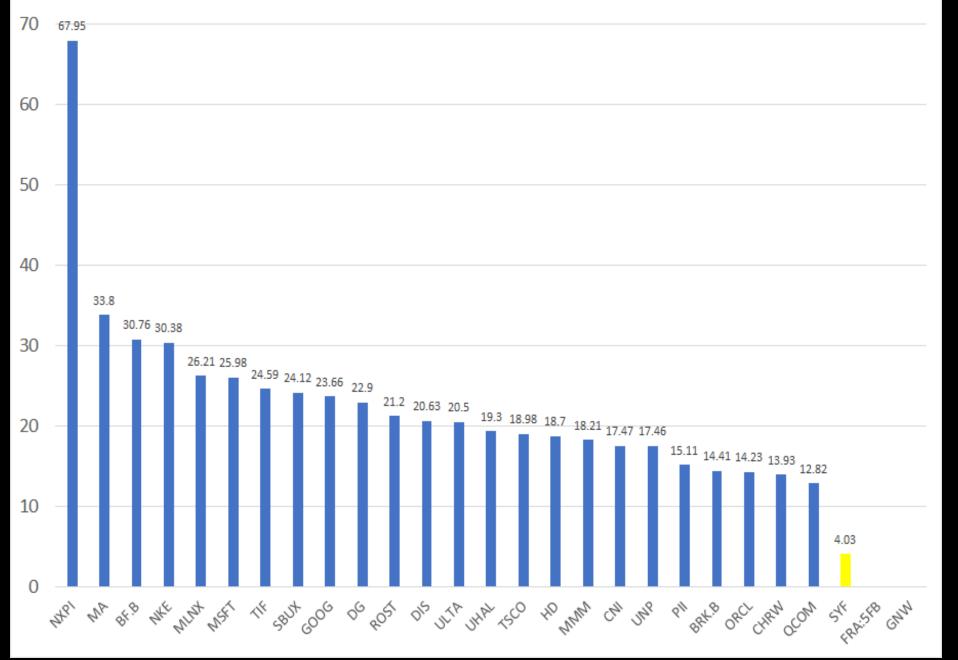


The lower the better

Price to Free Cash Flow



Enterprise Value to Earnings Before Interest Tax



The Lower the better

Conscious Investor 5 Year

	12/14	12/15	12/16	12/17	12/18	EPSttm	Years
EPS (\$)	2.780	2.650	2.710	2.420	3.740	\$5.560	5
SPS (\$)	14.159	14.973	16.974	19.862	22.793		5

	HGROWTH	STAEGR [®]
EPS (\$)	5.06%	90.48%
SPS (\$)	13.27%	98.02%

Conscious Investor 3 Year

	12/14	12/15	12/16	12/17	12/18	EPSttm	Years
EPS (\$)	2.780	2.650	2.710	2.420	3.740	\$5.560	3
SPS (\$)	14.159	14.973	16.974	19.862	22.793		3

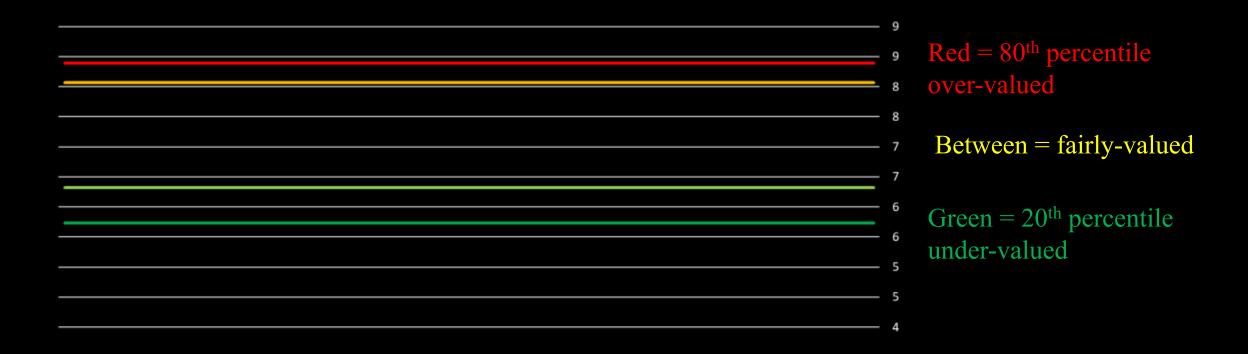
	HGROWTH	STAEGR [®]
EPS (\$)	17.48%	88.07%
SPS (\$)	15.88%	99.77%

Conscious Investor 2 Year

	12/14	12/15	12/16	12/17	12/18	EPSttm	Years
EPS (\$)	2.780	2.650	2.710	2.420	3.740	\$5.560	2
SPS (\$)	14.159	14.973	16.974	19.862	22.793		2

	HGROWTH	STAEGR®
EPS (\$)	54.55%	100.00%
SPS (\$)	14.76%	100.00%

Value Bands



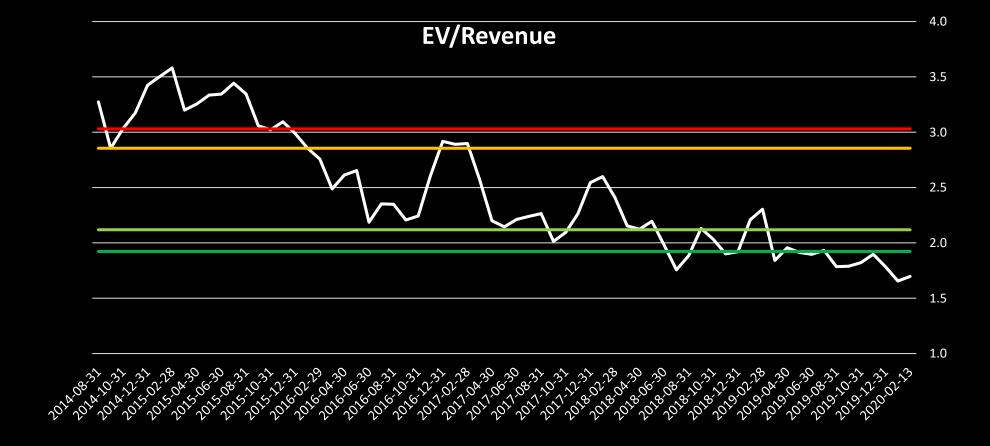


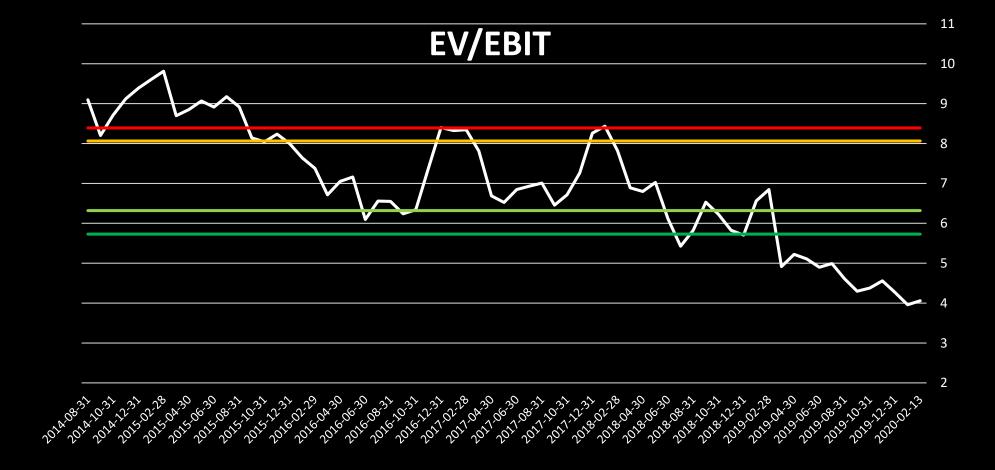












Discounted Cash Flows

DCF - Bear

DCF Parameters		DCF Results
Earnings Per Share ②: \$ 3.94		Fair Value 2: \$ 37.18
Growth Rate In the Next 10 Years 3	%	Result may not be accurate due to the low predictability of business
Terminal Growth Rate ② : 4	%	Tangible Book Value 3 \$ 19.5 Add to Fair Value :
Years of Terminal Growth 10		Growth Value ②: 25.58
Discount Rate ②: 12	%	Terminal Value ② : 11.6
Business Predictability 2 :		Stock Price : \$ 33.77
Save the parameters		Margin Of Safety: 9.17%

Growth Rate: 3%

DCF - Base

DCF Parameters	DCF Results
Earnings Per Share ②: \$ 3.94	Fair Value 2 : \$51.07
Growth Rate In the Next 2 10 Years 8	Result may not be accurate due to the low predictability of business
Terminal Growth Rate ②: 4	% Tangible Book Value ② \$ 19.5 Add to Fair Value :
Years of Terminal Growth 10	Growth Value ②: 32.43
Discount Rate ②: 12	% Terminal Value ② : 18.64
Business Predictability ② :	Stock Price : \$ 33.77
Save the parameters	Margin Of Safety: 33.88%

Growth Rate: 8%

DCF - Bull

DCF Parameters		DCF Results	
Earnings Per Share ② : \$ 3.94		Fair Value @:	\$ 66.21
Growth Rate In the Next 2 10 Years 12	%	Result may not be of business	accurate due to the low predictability
Terminal Growth Rate ② : 4	%	Tangible Book Value ②	\$ 19.5 Add to Fair Value
Years of Terminal Growth 10		Growth Value 2 :	39.4
Discount Rate ② : 12	%	Terminal Value 2 :	26.81
Business Predictability ②:		Stock Price :	\$ 33.77
Save the parameters		Margin Of Safety :	49.00%

Growth Rate: 12%

Reverse DCF

Reverse DCF Results

Growth Rate @: 1.44%

Reverse DCF Results

Growth Rate 2 : -0.79%

At a Discount Rate of 12%, SYF only has to grow at 1.44% over the next 10-years to give us a 0% Margin of Safety.

At a Discount Rate of 10%, SYF does not have to do much to have a margin of safety of 0%.

Recommendation

MARKET ORDER MARKET ORDER

400 shares

- Great business
- Strong moat
- Opportunities for growth
- Being offered at a value gap

