

Use your Synchrony tools to offer financing from anywhere!

With Synchrony, applying for financing is fast and easy from anywhere—your business, your customer’s home or online. Knowing the application options available, and the possible outcomes, can help you confidently offer financing to every customer, every time. And help you complete more projects!

WAYS TO APPLY

You can offer customers multiple ways to apply for your financing program.



TRANSACTION

Synchrony Transact
online platform



Online Consumer
Application (OCA)
link on your website
or social media



Direct to Device
application link you provide
by email or QR code



Over the Phone

APPLICATION OUTCOMES

Once the customer’s application is submitted, you’ll receive one of three credit decisions within minutes:

1. APPROVED

If the application is approved, continue with the sales process.

2. PENDING (in process)

If the application is pending, the customer can call Synchrony at 888-679-6500 to continue the application process—Synchrony may need to verify some of their information.

If the merchant calls to inquire about the application, they can contact Synchrony at 888-222-2176 and choose option 1. They should have the merchant number and application key number ready to reference.

Some reasons an application may be pending:

- Consumer may have a credit block on their bureau
- Consumer needs to verify application data
- Application information does not match bureau data

3. DECLINED

If the application is declined, the customer will receive a letter of explanation in 7-10 days. Respectfully inform them of the credit decision, and explain that the letter they receive will include the specific reasons for the decision. Let the customer know they can reapply with a joint applicant or use another payment method.

Contact your Synchrony sales representative with any questions at 877-891-9803.