

CarCareONE Updates

Synchrony Car Care Re-brand

Exciting news from Synchrony Financial! On **March 7, 2017** Synchrony is transitioning the Auto Network program name from CarCareONE to Synchrony Car Care. All new applications beginning March 7, 2017 will be for the Synchrony Car Care credit card. Current CarCareONE cardholders will receive their new Synchrony Car Care card in the mail over the next few months.



WHAT YOU NEED TO KNOW:

1. CarCareONE is rebranding to Synchrony Car Care **beginning March 7, 2017.**
2. **Starting March 7, 2017** all new cardholders will be issued a Synchrony Car Care credit card.
3. The new card has the Synchrony Car Care logo and an expiration date on the front. On the back, there is a 3-digit card security code (cvv2) which you will use when running transactions.
4. **The Synchrony Car Care credit card gives your customers even more utility. It can now be used to buy gas at most gas stations.**
5. You will continue to process transactions and applications via your current POS system.
6. The 6-month deferred interest promotional financing option (No Interest if Paid in Full within 6 Months) on purchases over \$199 will continue to be offered with both the Synchrony Car Care and CarCareONE credit cards.
7. Existing CarCareONE cardholders can continue to use their card until they receive their new Synchrony Car Care card in the mail. When they do, they should activate and use the new card.

WHAT YOU NEED TO DO:

1. Begin using the new tear-away credit card applications and Terms & Conditions collateral on March 7. Remember to have the customer fill out the bottom portion of the application which is saved by your store.
2. Remove and discard current signage and replace with the new Synchrony Car Care signage on March 7.
3. Continue to use your current POS system to process all CarCareONE and Synchrony Car Care transactions and submit applications.
4. You can still look up accounts for customers who do not have their card with them, so they can use their existing account to pay for their purchases and receive promotional financing on purchases of \$199 or more* (*Subject to credit approval. Minimum monthly payments required.)
5. Watch the introductory video about Synchrony Car Care at meetsynchronycarcare.com.
6. Take the new Synchrony Car Care essential training course to learn what's new and ensure your team knows the features of the Synchrony Car Care credit card program.

POS ENHANCEMENTS

You will see fields for the expiration date and card security code(cvv2) when processing Synchrony Car Care accounts and new applications beginning March 7.

NEW APPROVED APPLICATIONS PROCESSED IN STORE:

- Leave expiration date and card security code (Cvv2) fields blank when processing the first sale of an approved application.

NOTE: If you process a transaction using a terminal after submitting the application via Business Center, you must do an account lookup on the terminal to retrieve the account number and process the sale.

CURRENT CARDHOLDER TRANSACTIONS:**Physical card present in-store & account number is entered manually**

- CarCareONE cards will be processed using existing processes
- Synchrony Car Care cards: Fill in expiration date (from front of card) and cvv2 (3-digits on back of card)

Physical card present and card is swiped

- No changes.

Account Lookup Transactions

- The account number will be masked and you will not need to enter the expiration date or cvv2 to process the sale.

CarCareONE cards will be accepted through August 2017. Synchrony Car Care cards accepted anytime.

Contact Merchant Support at 1-800-333-1082 if there are any additional questions.