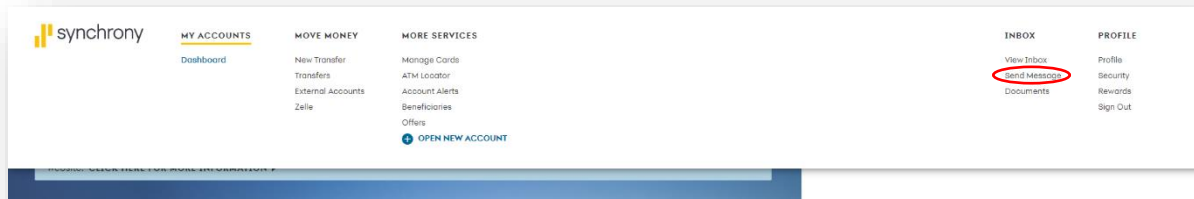


Instructions for submitting Form W-9*

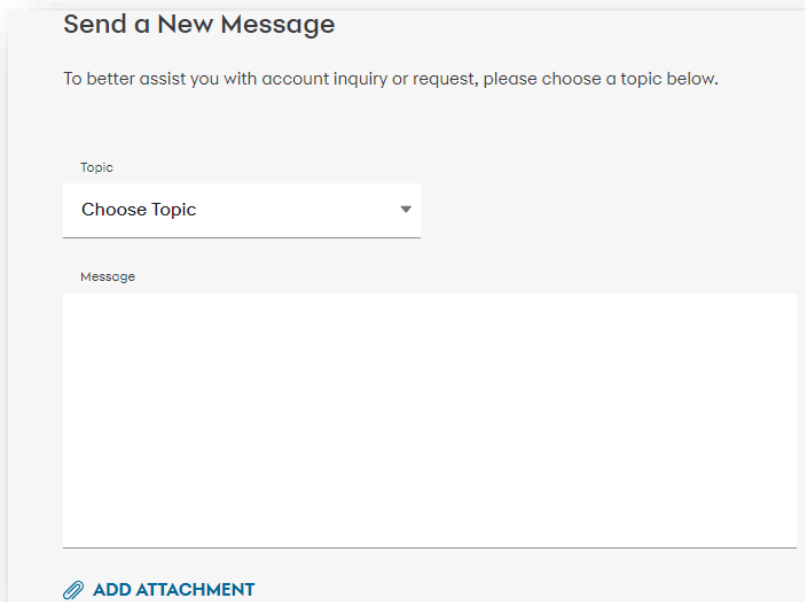
1. Click [here](#) to open the form
2. Move cursor to the top right of the page and select Print or Download
3. Print, fill out, and sign the form

To securely upload the form, follow these simple steps:

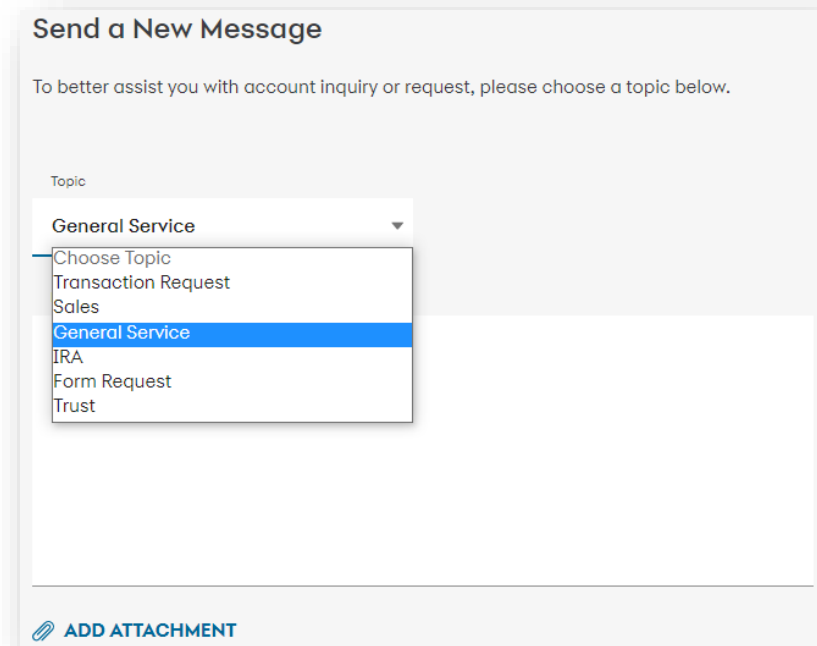
1. **Log into your account** online at **synchronybank.com**
2. Hover cursor over **INBOX** near the top of the screen then click on **Send Message** from the drop-down



3. A screen where a message can be composed will appear

A screenshot of the 'Send a New Message' form. The title 'Send a New Message' is at the top. Below it is a sub-header: 'To better assist you with account inquiry or request, please choose a topic below.' There is a 'Topic' label above a dropdown menu that currently shows 'Choose Topic'. Below the dropdown is a 'Message' label above a large, empty text input area. At the bottom left of the form is a blue paperclip icon followed by the text 'ADD ATTACHMENT'.

4. Click on the **Topic** drop-down, a list of topics will appear. Select **General Service**



The screenshot shows a web form titled "Send a New Message". Below the title is a prompt: "To better assist you with account inquiry or request, please choose a topic below." There is a "Topic" dropdown menu with a list of options: "General Service", "Choose Topic", "Transaction Request", "Sales", "General Service", "IRA", "Form Request", and "Trust". The "General Service" option is highlighted in blue. At the bottom left of the form is a blue link that says "ADD ATTACHMENT" with a paperclip icon.

5. Click **Add Attachment** to upload document/form. **Select** document to be attached, then click **Send Message**

Note: Submitting a document as a PDF is preferred.

*To send the form via mail or fax, see instructions below:

1. If unable to submit on the website, you may download [Form W-9](#) (October 2018), fill it out, and send it by mail or fax:

Mail:
Synchrony Bank
P.O. Box 669802
Dallas, TX 75266-0955

Fax:
1-844-683-7320