

Allegro Credit Lease Upgrade Process

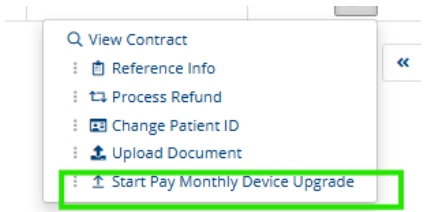
In simple terms, this process allows a merchant to help a customer move from an existing Allegro Credit Lease into a Synchrony Pay Monthly Installment Loan financing option.

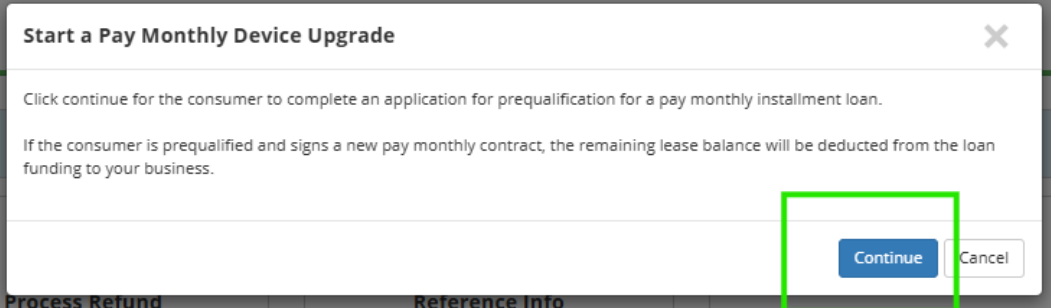
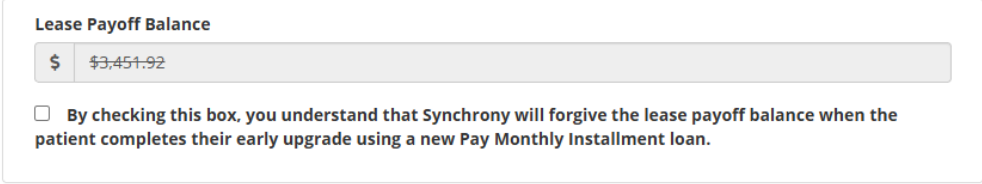
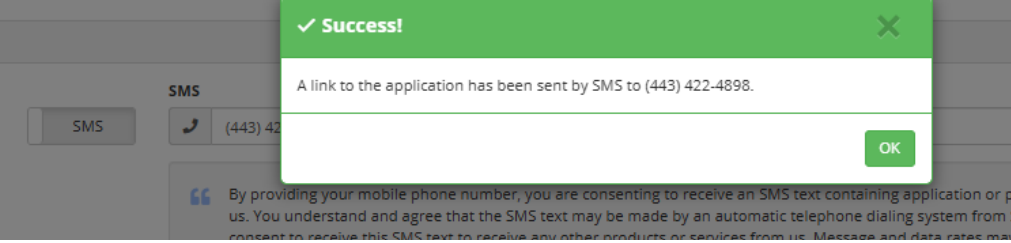
- The merchant starts the process in the Allegro Credit Merchant Portal.
- An application for a Synchrony Pay Monthly Installment Loan is completed.
- Once the Synchrony Pay Monthly Installment Loan is completed, the original lease will be forgiven.

Process at a glance

Step	Action
1	Merchant identifies a customer with an active lease in the Allegro Credit Merchant Portal.
2	Merchant will "Start Pay Monthly device upgrade."
3	Screen will display a struck out balance and ask for the preferred method of completing an application for a Synchrony Pay Monthly Installment Loan: by sending an application link or completing the application on a merchant's device (not allowed in CA or NY).
4	System sends secure link by SMS or email to customer (if this option is selected).
5	The Pay Monthly application is completed using the secure link if application is not completed on Merchant device.

Detailed Step-by-Step

Step	Action
1	Merchant finds an eligible lease account in the Allegro Credit Merchant Portal. • Merchant logs into the Allegro Credit Merchant Portal and searches for a customer who already has an active Allegro Lease. • If the Allegro Lease is eligible and no upgrade has been started yet, the merchant sees an option to <u>Start a Pay Monthly Device Upgrade</u>. <i>See Illustration 1.</i> Illustration 1 (Starting a Pay Monthly Device Upgrade)  The screenshot shows a web interface with a search bar at the top. Below the search bar is a dropdown menu with several options: 'View Contract', 'Reference Info', 'Process Refund', 'Change Patient ID', 'Upload Document', and 'Start Pay Monthly Device Upgrade'. The 'Start Pay Monthly Device Upgrade' option is highlighted with a green rectangular box. • If a prior upgrade was already created for that lease, the merchant sees <u>Resume Pay Monthly Device Upgrade</u> instead. This means the application link already exists and can be used again to complete the application. • From a business perspective, <u>Start</u> means creating a new upgrade request. <u>Resume</u> means re-sending the existing link rather than creating a second request.
2	Merchant clicks continue. <i>See Illustration 2.</i> Illustration 2 (Continuing a Pay Monthly Device Upgrade)

	
3	Merchant reviews the lease payoff and confirms customer intent. - When the merchant starts a new request, the system retrieves the current struck out lease payoff balance and will display the struck out balance that will be forgiven. <i>See Illustration 3.</i> - The merchant also selects how to send the secure link to start the application: SMS using a mobile number <i>See Illustration 4.</i> Email using an email address <i>See Illustration 5.</i> - Or the application can be completed on the Provider Device (not allowed in CA or NY). <i>See Illustration 6.</i> Note: Completing the upgrade process is important because the existing lease is not automatically closed just because the upgrade process was started. Lease closure only happens later if the new financing is successfully completed and funded. Illustration 3 (Lease Balance Payoff struck out to be forgiven)  Illustration 4 (Display noting a message has been sent by SMS.)  Illustration 5 (Display noting a message has been sent by email.)

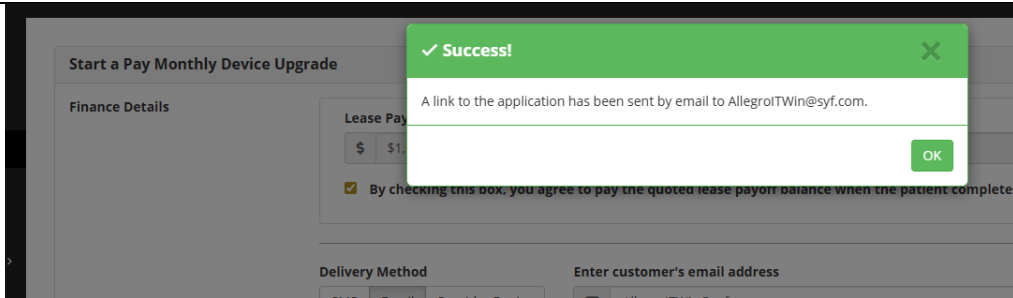
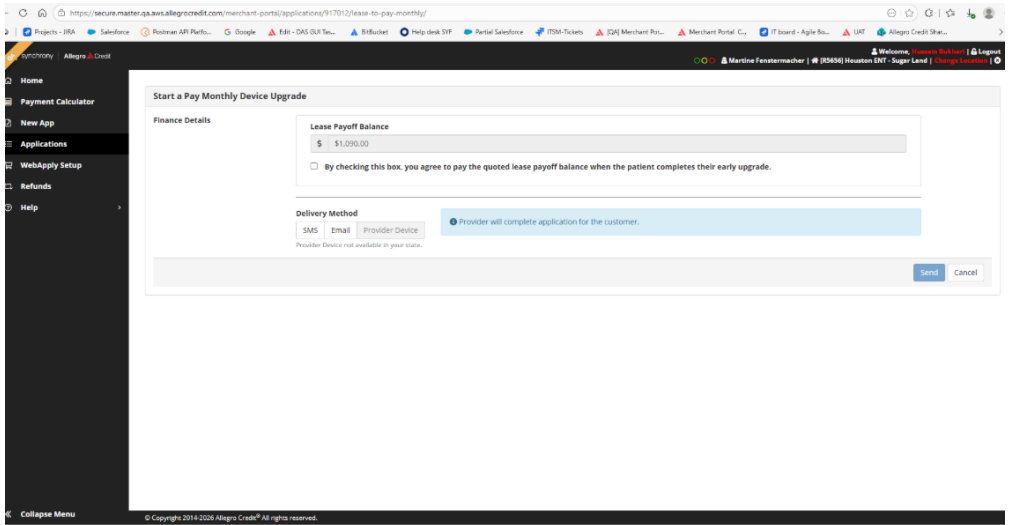
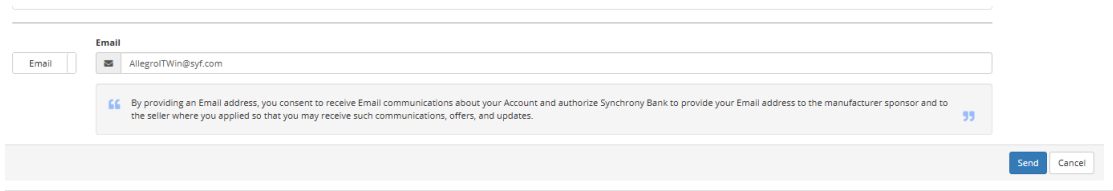


Illustration 6 (Display noting under “Delivery Method” that an application can be completed on Provider Device.)



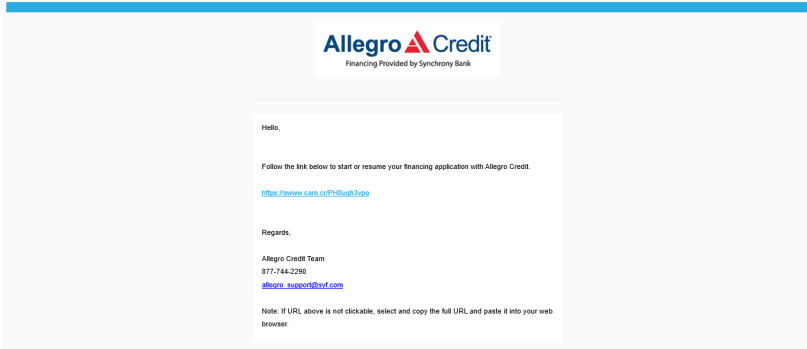
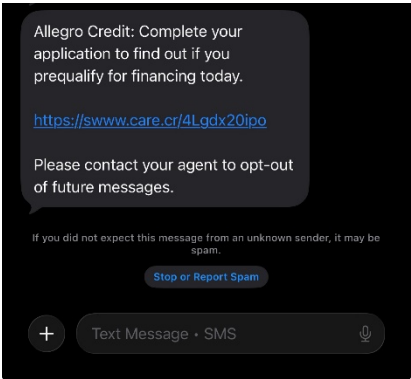
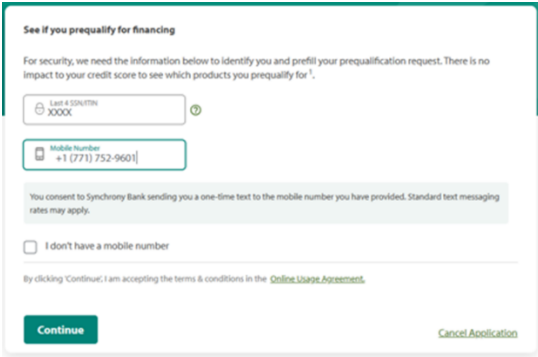
4 The merchant clicks Send. See Illustration 7.

Illustration 7 (Display with Send button on bottom right-hand corner.)

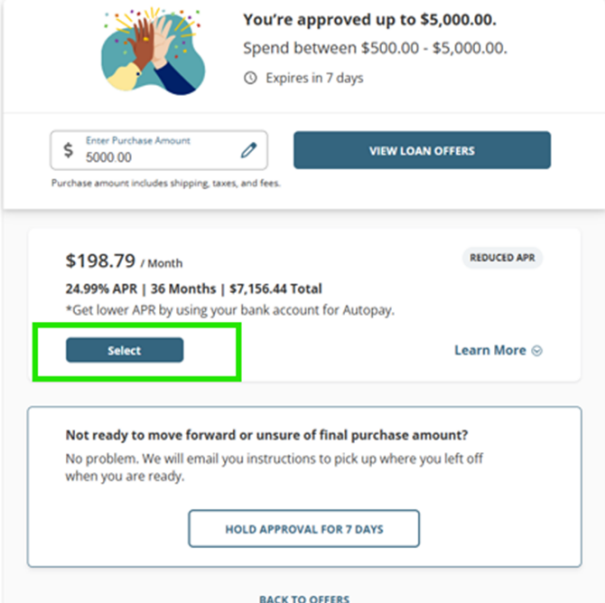
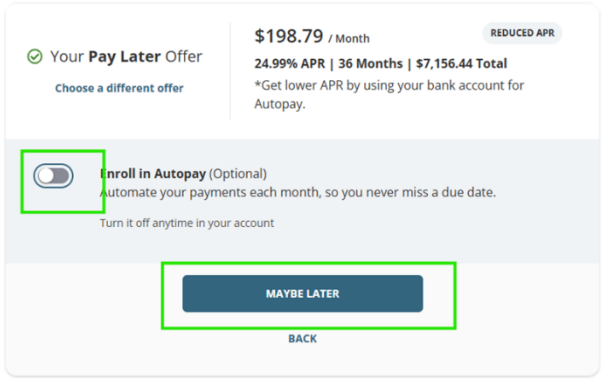


5 The customer clicks the secure link to determine if they qualify.
 See Illustration 8 for email with secure link. See Illustration 9 for SMS with secure link.

Illustration 8 (Email message which appears if customer qualifies.)

	 Illustration 9 (SMS message which appears if customer qualifies.) 
6	A prequalify screen displays. <i>See Illustration 10.</i> Illustration 10 (The prequalify screen that displays.) 
7	Complete the Pay Monthly application by filling in all the requested data. <i>See Illustration 11.</i> Illustration 11 (Boxes filled in to complete a Pay Monthly application.)

	Make sure everything is correct. Phone Number (771) 752-9601 (Cell) Edit Information Let's gather a few more details. Estimated Procedure Amount \$ 5000 ⓘ Optional First Name Nick M.I. Optional Last Name Bentley Suffix Optional Street Address 460 N UNIVERSITY 201 Apt # Optional Zip Code 84601 City & State Provo, UT Optional Housing Own Alternate Phone (771) 752-9601 Optional ☐ Home ☐ Business Email Address Hussain.bukhari@eyf.com SPU/ITM ***** Clear Date of Birth 06/01/1960 Monthly Net Income From All Sources \$ 50,000.00 ⓘ We authorize Synchrony Bank to contact you at each phone number you have provided. By providing a phone number you agree to receive 1) account updates and information and 2) account security alerts including text messages from Synchrony Bank. Message frequency varies. Message & data rates may apply. iDEP for help, text STOP to Opt Out. Terms & Conditions and Privacy Policy at www.synchrony.com I understand this is not a credit application. By continuing, I am affirming that I have read and agree to the Consent to Electronic Communications confirming my acceptance to receive communications
8	Select the Synchrony Pay Monthly Loan product option – <u>not the CareCredit option</u>. See Illustration 12. Note: If a Pay Monthly Loan option does not appear, the customer did not qualify for a Lease Upgrade and should not proceed. Illustration 12 (Dialogue box where Synchrony Pay Monthly Loan needs to be selected.)   Nick, you are prequalified for 2 financing options! Which would you like to proceed with? CareCredit Credit Card  CREDIT LIMIT \$5,000 See Details ⓘ XX MONTH* SPECIAL FINANCING Synchrony Pay Monthly Loan  LOAN AVAILABLE FROM \$500 - \$5,000 See Details ⓘ CONTINUE CONTINUE I'M NOT INTERESTED AT THIS TIME
9	Select Product finance amount and terms by clicking Select under the desired option. See Illustration 13. Illustration 13 (Dialogue box where is displayed and selected.)

	
10	If the customer wants to enroll in Autopay, select “Enroll in Autopay.” Customers can also enroll in Autopay at a later date if “Maybe Later” is selected. <i>See Illustration 14.</i> Note: If a customer chooses to enroll in Autopay ACH after signing their loan agreement, they will not qualify for the 3% APR reduction. Illustration 14 (Dialogue which provides borrower opportunity to enroll in Autopay.) 
11	If the customer wants to receive loans alerts and reminders via text, click <u>Yes, Sign me up</u> or <u>No Thanks</u> if they don't. <i>See Illustration 15.</i> Illustration 15 (Dialogue which provides borrower opportunity to enroll in text alerts.)

Sign up for loan alerts and reminders via text (optional)

Get text reminders about your upcoming payments and other loan related updates sent to the number you provided: **771-752-9601**.

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YES, SIGN ME UP

NO THANKS

By submitting this form, you AGREE to the **Text and Email Account Alerts Terms and Conditions**. If you elect to receive alerts via text, but, prior to making such election, you had revoked consent for us to use automated technology to call or text mobile numbers you give to us, you also agree that, upon electing to receive text alerts, you consent to us using such automated technology to call or text such numbers under the terms of the communications consent set forth in the agreement governing your account. "Credit Agreement Consent," including for the purpose of texting you the account alerts you select and for other account-related purposes. You agree that if you seek to terminate account alerts via text, such termination will apply only to account alert texts and will not terminate other texts for which we have your consent. Message and data rates may apply. As to account alerts sent via text, text STOP to terminate such alerts and HELP for help.

To accept the loan terms, the customer selects the Terms and Conditions box and clicks Confirm Loan.
See Illustration 16.

Illustration 16 (Dialogue which provides borrower with Terms & Conditions to confirm.)

Review Terms of the Loan

ANNUAL PERCENTAGE RATE		FINANCE CHARGE	
The cost of your credit as a yearly rate	24.99%	The dollar amount the credit will cost you	\$2,156.44
Amount Financed		Total of Payments	
The amount of credit provided to you on your behalf	\$5,000.00	The amount you will have paid when you have made all payments as scheduled	\$7,156.44

Your Payment Information:

\$198.79 per month
for 36 months

Payments will be due monthly beginning 07/16/2026. (a)*
 *(a) means estimate

Review the terms of your loan:

These contract terms provide additional information about non-payment, default and our right to require repayment in full before the scheduled maturity date.

Prepayment:

There is no penalty or fee for prepayment of this Loan in whole or in part.

Late Charge:

\$25.00 if your payment is late by more than 2 days from the payment due date, but no more than the scheduled payment amount.

*Disbursement is the date the Merchant processes this sale. You will be notified later of the exact date of your first monthly payment due date.

Synchrony Bank, the Creditor, will pay the Amount Financed of \$5,000.00 to Seller.

☒ I have read the Truth in Lending Disclosure and Loan Agreement, the Credit Score Disclosure and Privacy Policy. Clicking "Confirm Loan" constitutes my agreement to these Loan terms with my electronic signature.

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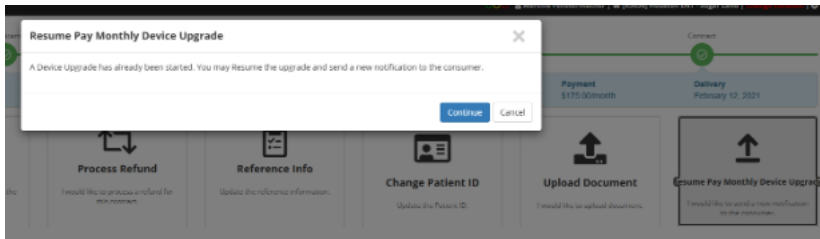
CONFIRM LOAN

During the loan application process, several outcomes are possible:

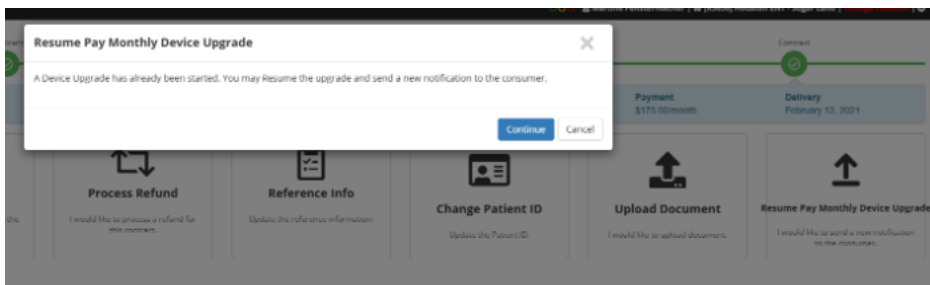
- The application is completed and the customer accepts an offer.
- The application is declined.
- The application link eventually expires without a funded result. If a customer requests a new link be sent, select the Select Upgrade option and send the link via the desired channel:
 - SMS *See Illustrations 17 & 18.*
 - Email *See Illustrations 19 & 20.*
 - Provider Device *See Illustrations 21 & 22.*

Note: From a process standpoint, the most important outcome is whether the new loan becomes funded. That is the event that drives lease forgiveness.

Illustrations 17 & 18 (Resuming an application via SMS message.)



Illustrations 19 & 20 (Resuming an application via Email.)



Illustrations 21 & 22 (Resuming an application via Provider Center.)

- | | |
|----|---|
| 14 | <p>Once an application is signed, several outcomes are possible:</p> <ul style="list-style-type: none"> • Funded — The Pay Monthly application process is completed successfully and the Pay Monthly Loan funds successfully. • Still Pending — No final outcome yet, so the request remains open until the customer calls Synchrony Customer Service to clear a pend. |
| 15 | <p>Once a loan is funded, the lease forgiveness and closure process begins.</p> <p>Once the Pay Monthly Loan is funded, the system prepares the lease upgrade for downstream processing.</p> <ul style="list-style-type: none"> • The system hands off the funded result so the original lease can be forgiven and closed through the normal servicing process, which includes: <ul style="list-style-type: none"> • The new financing is confirmed as funded. • The lease payoff amount is forgiven. <p>Note: If Synchrony Pay Monthly Loan remains not funded, the lease remains open.</p> <ul style="list-style-type: none"> • If the application expires, is abandoned, or never reaches a funded state, then the original lease remains open and no lease forgiveness is triggered. |

Common questions

1) **What happens if the customer never completes the application?**

The request remains open until the system determines it is expired or otherwise no longer active. If no funded loans result occurs, the lease remains open.

2) **Can the merchant send the link again?**

Yes. If a request already exists, the merchant can use the Resume option to send the customer another notification. [See Step 13.](#)

3) **Does the merchant close the lease manually during this process?**

No. The merchant initiates the request, but the actual lease forgiveness and closure process is driven later by the funded result and downstream processing.