

Instructions for Submitting Form W-9

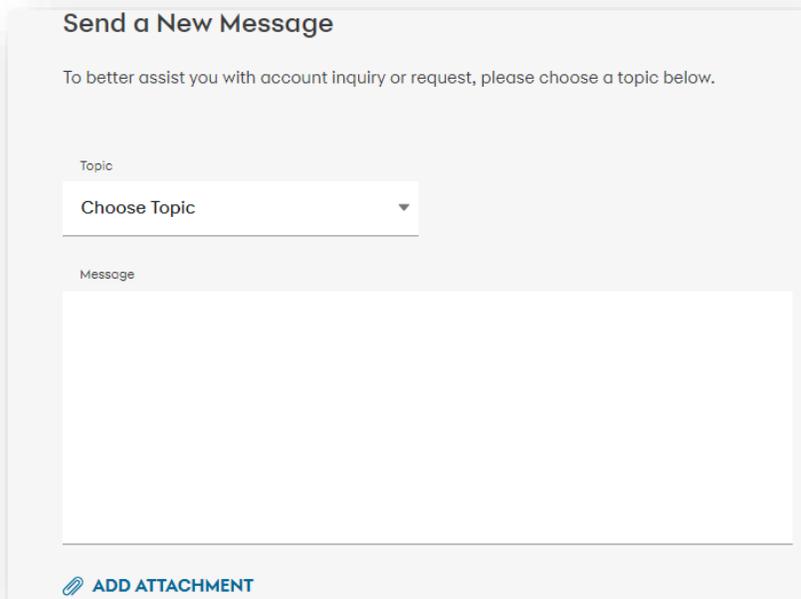
1. Click [here](#) to open the form
2. Move cursor to the top right of the page and select Print or Download
3. Print, fill out, and sign the form

To securely upload the form, follow these simple steps:

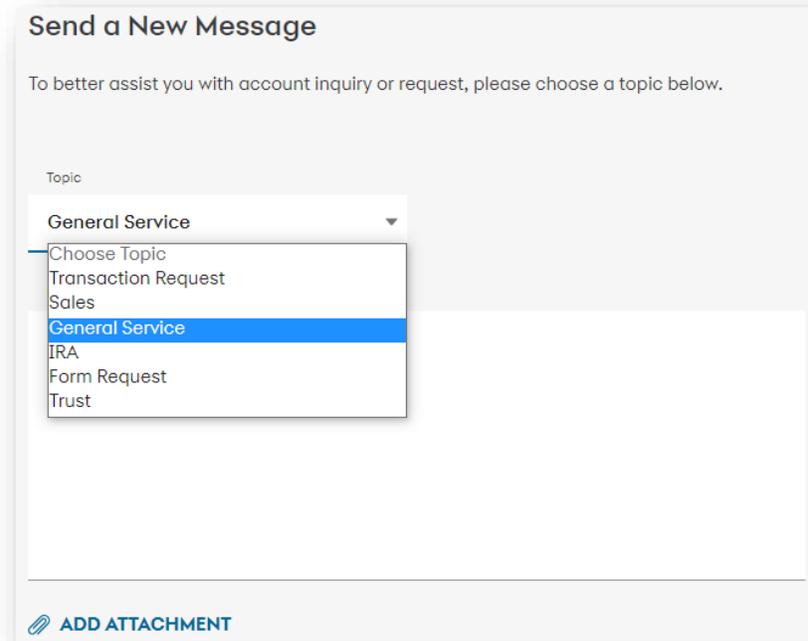
1. **Log into your account** online at **synchronybank.com**
2. Hover cursor over **INBOX** near the top of the screen then click on **Send Message** from the drop-down menu:



3. A screen where you can draft your message to us will appear:

A screenshot of the 'Send a New Message' form. The title is 'Send a New Message'. Below the title is the text: '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 text input area. At the bottom left of the form is a blue icon of a paperclip followed by the text 'ADD ATTACHMENT'.

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



The screenshot shows a web form titled "Send a New Message". Below the title is the instruction: "To better assist you with account inquiry or request, please choose a topic below." There is a "Topic" label above a dropdown menu. The dropdown menu is open, showing a list of options: "Choose Topic", "Transaction Request", "Sales", "General Service" (which is highlighted in blue), "IRA", "Form Request", and "Trust". Below the dropdown menu is a large white text input area. At the bottom left of the form is a blue link with a paperclip icon labeled "ADD ATTACHMENT".

5. Click **Add Attachment** to upload document/form. **Select** document to be attached, then click **Send Message**: 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](#) (March 2024), 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