

## ITEM 19. FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about performance at a particular location or under particular circumstances.

For each Home Helpers franchisee, owning more than one franchise gives them a larger protected territory in which they may operate, but does not require additional office locations. Typically, a Home Helpers franchisee operates from a single office location, regardless of the number of franchises (*i.e.*, territories) the franchisee owns. For the most part, the tables in this Item 19 present historical Gross Revenues by “location”, not by franchise. Franchisees who own more than one franchise report their Gross Revenues as a single “location” for all the franchises they own—they do not report their data by individual franchise. We have included the data in the tables below as reported by our franchisees—by location—although doing so results in higher revenue figures per franchise than it would if it was presented by franchise. The data also disregards renewals, and transfers of a location from one owner to another. For purposes of this Item 19, the “effective date” of each location is the date the original franchise agreement for that location became effective, regardless of the number of times it was transferred or renewed.

For example, suppose Franchisee B owns 3 Home Helpers Home Care franchises, all of which he purchased at the same time from Franchisee A in 2015.

- The franchise agreement for Franchise 1 was signed by Franchisee A in 2007 and renewed in 2017 after Franchisee B purchased it.
- The franchise agreement for Franchise 2 was signed by Franchisee A in 2010.
- The franchise agreement for Franchise 3 was signed by Franchisee B in 2017.

In the tables in this Item 19, the Gross Revenues from Franchises 1, 2 and 3 would be aggregated together as a single location, and the “effective date” of the location would be 2007.

All the tables in this Item 19 present historical Gross Revenues for franchised Home Helpers® Home Care locations for the twelve-month periods ending on December 31, 2024, December 31, 2023, and December 31, 2022. For each of those periods, only data from locations that opened before January 1, 2024 and that reported Gross Revenues during the period were included in the table. The information has been extracted from revenue reports submitted to us by our franchisees, and reported on an accrual basis. We have not audited or independently verified the information.

The table below presents the highest, average and median Gross Revenues from our 50 highest-grossing franchised Home Helpers® Home Care locations for the twelve-month periods ending on December 31, 2024, December 31, 2023, and December 31, 2022.

TOP 50 LOCATIONS

	2024 <sup>1</sup>	2023 <sup>2</sup>	2022 <sup>3</sup>
No. of locations	50	50	50
No. of franchises	159	158	143
Highest Gross Revenues	\$28,647,772	\$25,150,071	\$19,624,542
Average Gross Revenues of top 50 locations	\$4,348,459	\$3,630,208	\$3,229,993

#### TOP 50 LOCATIONS

	2024 <sup>1</sup>	2023 <sup>2</sup>	2022 <sup>3</sup>
Median Gross Revenues of top 50 locations	\$3,100,830	\$2,607,861	\$2,331,078
Average number of franchises per location	3.2	3.2	2.8
Median number of franchises per location	2.0	2.5	2.0
Number of top 50 locations that attained or surpassed the average Gross Revenues	15	14	15
Number of top 50 locations that attained or surpassed the median Gross Revenues	25	25	25
Percentage of top 50 locations that attained or surpassed the average Gross Revenues	30%	28%	30%
Percentage of top 50 locations that attained or surpassed the median Gross Revenues	50%	50%	50%

The table below presents the highest, average and median Gross Revenues from our 50 lowest-grossing franchised Home Helpers® Home Care locations for the twelve-month periods ending on December 31, 2024, December 31, 2023, and December 31, 2022.

#### BOTTOM 50 LOCATIONS

	2024 <sup>1</sup>	2023 <sup>2</sup>	2022 <sup>3</sup>
No. of locations	50	50	50
No. of franchises	51	52	52
Highest Gross Revenues	\$580,821	\$751,153	\$544,676
Average Gross Revenues of bottom 50 locations	\$307,683	\$363,734	\$298,900
Median Gross Revenues of bottom 50 locations	\$296,471	\$344,257	\$284,026
Average number of franchises per location	1.0	1.0	1.0
Median number of franchises per location	1.0	1.0	1.0
Number of bottom 50 locations that attained or surpassed the average Gross Revenues	24	24	24
Number of bottom 50 locations that attained or surpassed the median Gross Revenues	25	25	25
Percentage of bottom 50 locations that attained or surpassed the average Gross Revenues	48%	48%	48%
Percentage of bottom 50 locations that attained or surpassed the median Gross Revenues	50%	50%	50%

The table below presents highest, lowest, average and median Gross Revenues for all franchised Home Helpers® Home Care locations for the twelve-month periods ending on December 31, 2024, December 31, 2023, and December 31, 2022.

**ALL LOCATIONS**

	<b>2024<sup>1</sup></b>	<b>2023<sup>2</sup></b>	<b>2022<sup>3</sup></b>
No. of locations	160	146	156
No. of franchises	310	281	282
Highest Gross Revenues	\$28,647,772	\$25,150,071	\$19,624,542
Percentage change from prior year	+13.9%	+28.2%	+27.1%
Lowest Gross Revenues	\$2,880	\$24,862	\$20,888
Average Gross Revenues of all locations	\$1,897,833	\$1,724,854	\$1,467,788
Percentage change in average Gross Revenues from prior year	+10.0%	+17.5%	+13.4%
Median Gross Revenues of all locations	\$1,165,844	\$1,098,602	\$929,665
Percentage change in median Gross Revenues from prior year	+6.1%	+18.2%	+12.2%
Number of locations that attained or surpassed the average Gross Revenues	43	40	44
Number of locations that attained or surpassed the median Gross Revenues	80	73	78
Percentage of locations that attained or surpassed the average Gross Revenues	27%	27%	28%
Percentage of locations that attained or surpassed the median Gross Revenues	50%	50%	50%
Average number of franchises per location	1.9	1.9	1.8
Median number of franchises per location	1.0	1.0	1.0
No. of single-franchise locations	93	83	93
Average Gross Revenues of single-franchise locations	\$949,815	\$872,878	\$808,954
Percentage change in average Gross Revenues of single-franchise locations from prior year	8.8%	+7.9%	+8.9%
Median Gross Revenues of single-franchise locations	\$561,962	\$560,052	\$531,880
Percentage change in median Gross Revenues of single-franchise locations from prior year	+0.3%	+5.3%	+21.5%

The tables below present the average and median Gross Revenues for all franchised Home Helpers® Home Care locations for the twelve-month periods ending on December 31, 2024, December 31, 2023, and December 31, 2022, grouped by length of time in the Home Helpers Home Care system.

#### ALL LOCATIONS - BY TIME IN SYSTEM

Time in System <sup>8</sup>	2024					
	No. of Locations	No. of Franchises	Ave. No. Franchises per Location	Median No. Franchises per Location	Average	Median
25-48 months	20	20	1.0	1.0	\$397,584	\$304,205
49-72 months	17	22	1.3	1.0	\$1,205,052	\$1,045,073
73-96 months	16	33	2.1	1.5	\$1,985,018	\$1,655,682
97-120 months	19	30	1.6	1.0	\$2,080,745	\$1,400,987
> 120 months	75	186	2.5	2.0	\$2,649,269	\$1,690,443
All locations	147 <sup>4</sup>	291	1.9	1.0	\$1,897,833	\$1,165,844

#### ALL LOCATIONS - BY TIME IN SYSTEM

Time in System <sup>8</sup>	2023					
	No. of Locations	No. of Franchises	Ave. No. Franchises per Location	Median No. Franchises per Location	Average	Median
25-48 months	17	18	1.1	1.0	\$441,624	\$404,731
49-72 months	21	36	1.7	1.0	\$1,367,736	\$1,223,223
73-96 months	15	20	1.3	1.0	\$1,838,574	\$1,300,182
97-120 months	16	22	1.4	1.0	\$968,338	\$721,377
> 120 months	77	185	2.4	2.0	\$2,240,606	\$1,567,688
All locations	146 <sup>5</sup>	281	1.9	1.0	\$1,724,854	\$1,098,602

#### ALL LOCATIONS - BY TIME IN SYSTEM

Time in System <sup>8</sup>	2022					
	No. of Locations	No. of Franchises	Ave. No. Franchises per Location	Median No. Franchises per Location	Average	Median
25-48 months	24	28	1.3	1.0	\$525,757	\$449,251
49-72 months	18	25	1.3	1.0	\$995,949	\$800,906
73-96 months	25	28	1.3	1.0	\$1,262,712	\$892,236
97-120 months	15	24	1.6	1.0	\$906,435	\$925,924
> 120 months	74	167	2.1	1.0	\$2,071,491	\$1,344,475
All locations	156 <sup>6</sup>	272	1.7	1.0	\$1,467,788	\$929,665

#### Notes to the tables:

<sup>1</sup> For the 12-month period ending on December 31, 2024. The data in this column includes only locations that opened before January 1, 2024 and reported Gross Revenues during 2024.

<sup>2</sup> For the 12-month period ending on December 31, 2023. The data in this column includes only locations that opened before January 1, 2023 and reported Gross Revenues during 2023.

<sup>3</sup> For the 12-month period ending on December 31, 2022. The data in this column includes only locations that opened before January 1, 2022 and reported Gross Revenues during 2022.

<sup>4</sup> There were 344 Home Helpers Home Care franchises (each franchise consists of a single franchise territory) in operation as of December 31, 2024, which were owned by 197 franchisees (or locations). Of those, 147 locations had been open at least 2 years and reported Gross Revenues during 2024.

<sup>5</sup> There were 316 Home Helpers Home Care franchises (each franchise consists of a single franchise territory) in operation as of December 31, 2023, which were owned by 182 franchisees (or locations). Of those, 146 locations had been open at least 2 years and reported Gross Revenues during 2023.

<sup>6</sup> There were 304 Home Helpers Home Care franchises (each franchise consists of a single franchise territory) in operation as of December 31, 2022, which were owned by 179 franchisees (or locations). Of those, 156 locations had been open at least 2 years and reported Gross Revenues during 2022.

<sup>7</sup> For purposes of this Item 19, "Gross Revenues" means the total of all income arising from the operation of the location, whether cash or credit. It is recognized on an accrual basis and regardless of collection, which means that a location's Gross Revenues for any period represents how much the location billed its clients during the period, not how much the location received. Gross Revenues does not include (i) the amount of refunds or discounts made to clients in good faith, or (ii) the amount of sales or excise taxes that are separately stated and that the franchisee is required to and does collect from clients and pays to the appropriate taxing authority.

<sup>8</sup> For purposes of this table, "Time in System" means the number of months the location has been a Home Helpers franchisee as of January 1 of the relevant year, measured from the effective date of the location.

The figures in the tables above do not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the Gross Revenues figures to obtain your net income or profit. Those expenses include fees you are required to pay us under the terms of your franchise agreement, such as royalties, branding fees and technology fees. You should conduct an independent investigation of the costs and expenses you will incur in operating a Home Helpers Home Care franchise. Franchisees and former franchisees listed in this disclosure document may be one source of this information.

We strongly suggest that you consult a financial advisor or accountant for assistance in reviewing the tables and in preparing your own financial projections, and for advice about the income and other taxes you will incur in operating a Home Helpers Home Care franchise and the effect of non-cash expenses such as depreciation and amortization on your business.

**Some locations have earned this amount. Your individual results may differ. There is no assurance that you'll earn as much.**

Written substantiation for the financial performance representation will be made available to you upon request.

Other than the preceding financial performance representation, we do not make any financial performance representations. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor's management by contacting Barry Nelson, General Counsel, at 10101 Alliance Road, Suite 300, Blue Ash, Ohio 45242 or (513) 563-8339, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1**  
 Systemwide Outlet Summary  
 For Years 2022 through 2024

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	308	304	-4
	2023	304	316	12
	2024	316	344	28
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	308	304	-4
	2023	304	316	12
	2024	316	344	28

**Table No. 2**  
 Transfers of Outlets from Franchisees to New Owners (Other Than the Franchisor)  
 For years 2022 through 2024

State	Year	Number of Transfers
Arkansas	2022	2
	2023	0
	2024	0
California	2022	2
	2023	2
	2024	4
Connecticut	2022	2
	2023	0
	2024	0
Florida	2022	0
	2023	2
	2024	1
Idaho	2022	1
	2023	4
	2024	0
Illinois	2022	0
	2023	2
	2024	0
Indiana	2022	0
	2023	3
	2024	0