

## **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 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) franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

We do not make any representations about a franchisee's future financial performance or the past financial performance of company-owned or franchised outlets. 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 Jessica Czekalinski 7100 E. Pleasant Valley Rd. Ste. 300 Independence, OH 44131 (216)674-0645, the Federal Trade Commission, and the appropriate state regulatory agencies.

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**ITEM 20**  
**OUTLETS AND FRANCHISEE INFORMATION**

**Table No. 1**  
**System wide Outlet Summary**  
**For years 2023 to 2025 Ending June 30, 2025**

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at the Start of the Year	Column 4 Outlets at the End of the Year	Column 5 Net Change
Franchised	2023	116	120	+4
	2024	120	121	+1
	2025	121	129	+8
Company- Owned	2023	1	1	0
	2024	1	1	+1
	2025	1	1	0
<b>Total Outlets</b>	<b>2023</b>	<b>117</b>	<b>121</b>	<b>+4</b>
	<b>2024</b>	<b>121</b>	<b>122</b>	<b>+1</b>
	<b>2025</b>	<b>122</b>	<b>130</b>	<b>+8</b>

**Table No. 2**  
**Transfers of Outlets from Franchisees to New Owners (Other than the Franchisor)**  
**For years 2023 to 2025 Ending June 30, 2025**

Column 1 State	Column 2 Year	Column 3 Number of Transfers
Alabama	2023	0
	2024	0
	2025	1
Massachusetts*	2023	0
	2024	1
	2025	1*
North Dakota	2023	1
	2024	0
	2025	0
Oklahoma	2023	2
	2024	0
	2025	0
Rhode Island*	2023	0
	2024	0
	2025	1*
Tennessee	2023	0
	2024	0
	2025	1
Texas	2023	1
	2024	0
	2025	0
<b>Total</b>	<b>2023</b>	<b>4</b>
*An office with one agreement with a territory located in both MA & RI was transferred. I have noted the transfer in both states, but please note it is counted as 1 transfer in total.		<b>2024</b>
		<b>1</b>
		<b>2025</b>
		<b>3*</b>