

Provision	Section in Franchise Agreement (FA) and Development Addendum (DA)	Summary
	DA: Not Applicable (Section 21.1 of the FA Applies)	
v. Choice of forum	FA: Section 21.3 DA: Not Applicable (Section 21.3 of the FA Applies)	In the city where we maintain our headquarters, currently, San Antonio, Bexar County, Texas, except for applicable franchise laws of other states.
w. Choice of law	FA: Section 21.10 DA: Not Applicable (Section 21.10 of the FA Applies)	Texas law applies generally, except for applicable franchise laws of other states.

**ITEM 18
PUBLIC FIGURES**

We do not use any public figure to promote our franchise.

**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 possible performance at a particular location or under particular circumstances.

The following charts include historical financial information based on the past performance of existing franchisees. Specifically, presented below are the Gross Billings figures of our franchised Caring Senior Service® Businesses for the 2025 calendar year. As of the end of the 2025 calendar year, there were 52 Territories that had been operated by System franchisees during the full 2025 calendar year under 52 separate franchise agreements. These 52 Territories were operated from 40 Caring Senior Service® franchisee office locations, each of which were also open and operating during the full 2025 calendar year. There are a reduced number of franchisee office locations as several franchisees operate more than one Territory from a single office location. Each of these 40 franchisee office locations are disclosed in the “All Franchisees” portion of the table below.

Franchisee Offices with Minimum Required Staff: 2025 Gross Billings
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Number of Franchises	25
Range of Gross Billings	\$2,450,157 to \$631,727
Average Annual Gross Billings	\$1,283,771
Median Gross Billings	\$1,097,766
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	11 or 44%
Average Gross Margin	51.38% (13 or 52% met or were greater than the average)
Median Gross Margin	50.57%
All Franchisee Offices: 2025 Gross Billings	
Number of Franchisee Offices	40
Range of Gross Billings	\$2,450,157 to \$29,025
Average Annual Gross Billings	\$984,255
Median Gross Billings	\$906,104
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	19 or 48%
Average Gross Margin	49.91% (22 or 55% met or were greater than the average)
Median Gross Margin	49.94%
Franchisee Offices with First Full 12 Months of Operations in 2025: 2025 Gross Billings	
Number of Franchises	4
Range of Gross Billings	\$944,302 to \$29,025
Average Annual Gross Billings	\$435,755
Median Gross Billings	\$544,250
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	2 or 50%
Average Gross Margin	48.04% (2 or 50% met or were greater than the average)
Median Gross Margin	50.47%
Franchisee Offices with Second Full 12 Months of Operations in 2025: 2025 Gross Billings	
Number of Franchises	2
Range of Gross Billings	\$2,025,740 to \$675,549
Average Annual Gross Billings	\$1,350,645
Median Gross Billings	\$1,350,645
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	1 or 50%
Average Gross Margin	47.61% (1 or 50% met or were greater than the average)
Median Gross Margin	47.61%

Notes:

1. Gross Billings – This represents the Gross Billings for each franchised business in the sample for the period January 1, 2025 to December 31, 2025. The franchisee Gross Billings are those amounts reported by the franchisees to us. We have not audited the reports, nor have franchisees confirmed that their reports are prepared in accordance with generally accepted accounting principles.

The term “Gross Billings” means all amounts clients are obligated to pay in connection with the sale of products and services related to the Franchised Business (including all amounts invoiced to clients), regardless of collection, less any sales taxes or taxes collected by franchisee from clients for transmittal to the appropriate taxing authority and authorized discounts, plus business interruption insurance proceeds.

2. Gross Margin – This term, as used in the above charts, is calculated as Gross Billings, less Caregiver Pay expenses, divided by Gross Billings. In this calculation, Gross Billings does not include billed amounts for products sold to clients. “Caregiver Pay” expenses exclude the employer's portion of payroll taxes and workers’ compensation.

3. The “Minimum Required Staff” includes, specifically, one individual acting as a full-time Agency Director, one individual acting as a full-time Care Manager, and one individual acting as a full-time Business’s Homecare Consultant. Franchisees who were not staffed according to this current staffing requirement were excluded from this chart and its related calculations.

4. During the 2025 calendar year, 3 Franchised Businesses closed.

5. The data above does not reflect the costs of sales, costs of goods, operating expenses or other costs or expenses that must be deducted to obtain a net income or net profit figure. You should conduct an independent investigation of the costs and expenses you will or may incur in operating your franchised Caring Senior Service® business. Franchisees or former franchisees listed in this disclosure document may be one source of this information. Also, Franchises included in this Item 19 representation are located in territories ranging in size from smaller cities with roughly 20,000 resident seniors to metropolitan areas with resident senior populations near 100,000. The majority of Franchises disclosed in the above charts are offices that provide services under a single franchise agreement; however, several Franchises do provide services under two or more franchise agreements.

Hours Billed by Month

During the last five calendar years, 12 franchisees opened and began operating a CARING SENIOR SERVICE Franchised Business. Each of these 12 franchisees are still open and operating as of the issuance date of this disclosure document. The hours each of these 12 franchisees billed during their first full 12 months in operation, as well as the hours they billed during their second 12 months in operation are included in the tables below. The numbers assigned to each franchisee are consistent for both tables.

Hours Billed by Month During the <u>First</u> 12 Months in Operation (By Franchises with Less than 5 Years in Operation)													
Franchisee	Months 1 to 12												Total
1	94	299	555	1,098	1,753	1,968	1,807	2,793	3,531	3,283	2,675	2,308	22,164
2	92	722	1,002	704	1,119	1,265	1,235	1,239	1,393	1,799	1,977	1,423	13,970
3¹	77	410	426	639	698	690	1,298	1,017	810	1,437	2,717	3,173	13,392
4	406	733	915	742	846	1,165	1,020	1,354	1,315	1,364	1,435	1,497	12,792
5	0	0	2	152	280	427	776	1,709	2,052	1,814	2,476	2,247	11,935
6	0	268	1,016	894	828	1,428	1,673	1,057	1,439	1,414	522	786	11,325
7	50	41	572	150	416	778	1,343	1,360	986	1,041	2,097	1,368	10,202

8	0	212	284	693	695	495	631	557	739	610	674	570	6,160
9	39	33	0	0	164	321	879	728	566	882	592	655	4,859
10	3	54	112	133	157	402	570	469	409	403	969	1,054	4,735
11	0	4	196	72	7	111	200	332	364	1,011	1,033	709	4,039
12	16	0	94	0	15	0	0	0	12	92	97	64	390
AVG	65	231	431	440	582	754	953	1,051	1,135	1,263	1,439	1,321	9,664
MED	45	240	491	666	697	734	1,128	1,148	1,151	1,389	1,706	1,396	11,630

Hours Billed by Month During the <u>Second</u> 12 Months in Operation (By Franchises with Less than 5 Years in Operation)													
Franchisee	Months 13 to 24												Total
1	2,644	2,847	3,223	2,531	2,646	2,792	3,198	3,447	3,142	3,129	3,375	3,743	36,717
2	-	-	-	-	-	-	-	-	-	-	-	-	-
3 ²	1,924	2,406	3,323	3,167	3,515	3,843	4,786	4,713	4,140	5,147	5,425	5,523	47,912
4	1,904	1,726	1,000	1,275	-	-	-	-	-	-	-	-	5,905
5	2,314	2,299	3,384	3,653	3,881	4,002	-	-	-	-	-	-	19,533
6	1,227	1,510	958	946	1,477	2,045	1,719	1,391	1,605	1,730	1,254	1,162	17,024
7	1,171	1,588	1,367	1,647	1,267	1,618	1,321	1,906	1,908	2,183	2,380	2,240	20,596
8	452	-	-	-	-	-	-	-	-	-	-	-	452
9	720	1,661	1,911	1,573	1,434	1,247	1,072	1,393	1,388	1,401	2,274	1,777	17,851
10	1,556	1,701	1,830	2,043	1,641	2,045	1,895	2,505	2,406	2,356	2,256	2,540	24,774
11	857	1,444	1,203	1,153	965	-	-	-	-	-	-	-	5,622
12	53	90	67	64	61	113	78	62	-	-	-	-	588
AVG	1,331	1,638	1,721	1,616	1,655	1,823	1,975	2,169	2,032	1,760	1,756	1,838	-
MED	1,199	1,625	1,599	1,610	1,456	1,832	1,719	1,906	1,908	1,957	1,755	1,701	-

Note 1. Franchisee Number 3 has two Territories, whereas the remaining Franchisees included in the above tables each have only one Territory.

Note 2. The hours billed were obtained from our proprietary business management software, Tendio.

Note 3. The following table lists the states in which each Franchisee's Territory is located and their related first full month in operation.

Franchisee Number	Territory State	First Full Month in Operation
1	Texas	August 2021
2	South Carolina	March 2025
3	California	June 2023
4	Arizona	November 2024
5	Virginia	September 2024
6	Georgia	October 2021
7	Texas	October 2021
8	Texas	February 2025
9	Colorado	August 2023
10	Texas	October 2022

Franchisee Number	Territory State	First Full Month in Operation
11	Michigan	October 2024
12	Nevada	June 2024

Some franchises have sold these amounts. Your individual results may differ. There is no assurance that you will sell as much.

Written substantiation of the data used in preparation of this report will be made available to you upon reasonable request.

Except for the information presented above, 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 Ian Klaes, 201 East Park Avenue, #201, San Antonio, Texas 78212, (210) 226-6393 x1002 or (866) 528-7905, the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20
OUTLETS AND FRANCHISEE INFORMATION**

**Table No. 1
Systemwide Outlet Summary
For Years 2023 to 2025**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2023	51	52	+1
	2024	52	55	+3
	2025	55	62	+7
Company-Owned	2023	5	5	0
	2024	5	5	0
	2025	5	5	0
Total Outlets	2023	56	57	+1
	2024	57	60	+3
	2025	60	67	+7

**Table No. 2
Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)
For Years 2023 to 2025**

State	Year	Number of Transfers
Arizona	2023	2
	2024	0
	2025	0