

<b>Provision</b>	<b>Section in franchise or other agreement</b>	<b>Summary</b>
t. Integration/ merger clause	23  12 of Expansion Option Agreement	Only the terms of the Franchise Agreement and other related written agreements (including the Expansion Option Agreement) are binding (subject to state law). Any representations or promises outside of the Franchise Agreement or this Disclosure Document may not be enforceable.
u. Dispute resolution by arbitration or mediation	14  14 of Expansion Option Agreement	Except for certain claims, all disputes must first be submitted to our senior executives for internal dispute resolution and, if not resolved, to a mediation hearing conducted according to the procedure stated in the Franchise Agreement. Mediation will be held at our offices. Disputes that cannot be resolved through mediation are resolved through arbitration.
v. Choice of forum	14.7  14 of Expansion Option Agreement	All arbitration is to take place at a suitable location that is within 10 miles of where we have our principal business address when the arbitration demand is filed (currently, Bannockburn, Illinois) (subject to state law).  All litigation must be filed in the county and state where our headquarters is located at the time the action is filed (currently, Lake County, Illinois) (subject to state law).
w. Choice of law	21  14 of Expansion Option Agreement	Illinois law applies (subject to state law).

**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.

## FACTUAL BACKGROUND

The historical financial performance information in this Item 19 includes certain information as of December 31, 2025, relating to (i) our franchisees' operation of their respective BrightStar agencies and (ii) BrightStar affiliate-owned agencies that were previously owned by franchisees. Revenue is calculated based upon the date the franchisee's minimum revenue performance requirements begin (the "Start Date"), which is the date on which an agency has the ability to perform 50% or more of the BrightStar business model.

In some instances, franchisees operate more than one BrightStar agency. Except as stated below, the information contained in this Item 19 includes information as of December 31, 2025, for all BrightStar agencies operated by our franchisees and by our affiliates as company-owned agencies (if what are now company-owned agencies were previously operated by a franchisee during some portion of 2022, 2023, 2024, or 2025). If a franchisee or an affiliate operates more than one BrightStar agency in the same market, the information in Sections A, B, and C includes financial information only for the franchisee's or the affiliate's first agency unless the franchisee or the affiliate acquired what was a first agency from another franchisee (as described below).

In Sections A, B, and C, we also include any franchised agencies that previously were a franchisee's first franchised agency but have since been acquired by other franchisees or by our affiliates and are now considered a second or subsequent agency.

This Item 19 also includes financial information for our franchised agency resale transactions, i.e., transferred agencies. From 2006 through 2018, the date of transfer was defined as the date on which the new franchisee secured its license to operate the agency in the same manner as the selling franchisee. Beginning in 2019, the definition of the date of transfer changed to be the date on which the new franchisee and the selling franchisee execute the asset purchase agreement and the new franchisee executes its franchise agreement, even though the assets might not yet have transferred if the new franchisee has not yet received its license to operate the agency in the same manner as it had been operated by the selling franchisee.

Different Schedules throughout this Item 19 contain different data sets. Specifically, Tables A, B, and C include first franchised agencies only and, beginning in 2022, former first franchised agencies that were subsequently acquired by our affiliate or by larger franchisees. These 3 Tables only include agencies open for at least 12 months as of December 31, 2025. Tables D and E include all agencies, regardless of whether a first agency or an additional agency and regardless of the length of time open. Table F includes various disclosures, including columns noted as either for all agencies regardless of the length of time open or only for first agencies open at least 12 months. Table G includes all franchised and affiliate-owned agencies regardless of whether a first agency or an additional agency and regardless of the length of time open between October 1, 2002, and December 31, 2025.

## FRANCHISEE AND AFFILIATE-OWNED RESULTS

We used our Athena Business System (ABS) to gather the information for this Item 19 relating to our franchisees' and affiliate-owned (but formerly franchised) agencies' revenue, gross margins, customer and employee counts, mix of business, National Accounts program, and payer sources.

Our franchisees' experience has shown the success of a BrightStar franchised agency has a strong correlation to the amount of time and energy a franchisee spends on the key aspects of the business – sales, recruiting, clinical and leading their teams. As noted in Item 1 of this Disclosure Document, it is not necessary that you have experience in the healthcare industry before acquiring your agency. As an example, 75% of the franchisees/affiliates included in Table A had no prior healthcare experience before becoming a BrightStar franchisee, and there is little, if any, correlation between performance and healthcare experience.

### A. Franchisee and Affiliate-Owned Revenue During 2025 (First Franchised Agency Only or Agencies that were once the First Agency of Another Franchisee)

Table A illustrates the average Revenue, displayed by quartile, earned by our franchisees for their first franchised agencies only—or earned by our franchisees or affiliates in connection with franchised agencies that previously were first franchised agencies but have since been acquired by them—during: (i) the 2025 calendar year for agencies open 12 months or longer; (ii) the 2025 calendar year for agencies open 24 months or longer; (iii) their first 12 months of operation commencing on their Start Date; (iv) their second year (months 13 through 24) of operation commencing on their Start Date; (v) their third year (months 25 through 36) of operation commencing on their Start Date; (vi) their fourth year (months 37 through 48) of operation commencing on their Start Date; (vii) their fifth year (months 49 through 60) of operation commencing on their Start Date; (viii) their sixth year (months 61 through 72) of operation commencing on their Start Date; (ix) their seventh year (months 73 through 84) of operation commencing on their Start Date; (x) their eighth year (months 85 through 96) of operation commencing on their Start Date; (xi) their ninth year (months 97 through 108) of operation commencing on their Start Date; and (xii) their tenth year (months 109 through 120) of operation commencing on their Start Date.

Between 2022 and 2024, Brightstar and its affiliates acquired territories that had been previously franchised. Brightstar and its affiliates acquired 17 territories in 2022, 9 territories acquired in 2023, and 4 territories acquired in 2024. Subsequently, in 2025, BrightStar and its affiliates started the process of refranchising these locations, refranchising 4 locations in 2025. Table A provides 2025 performance (in Notes 1-4 and corresponding portions of Table) with and without these acquired agencies to provide a view of full system performance. Schedules B, C, D, and E include what are now these BrightStar affiliate-owned agencies that were owned by franchisees.

For purposes of this financial performance representation, “Quartile” refers to the relative performance of the BrightStar Agencies. Specifically, “Quartile 1” refers to the top 25% of performing Agencies, “Quartile 2” refers to the next highest 25% of performing Agencies, “Quartile 3” refers to the next highest 25% of performing Agencies, and “Quartile 4” refers to the bottom 25% of performing Agencies.

TABLE A (First Agencies Only)

First Agencies	Average Revenue	Median Revenue	High Amount	Low Amount	Number of Agencies	Number & Percentage of Agencies that Attained or Exceeded the Average Revenue Amount	Number & Percentage of Agencies that Attained or Exceeded the Median Revenue Amount
2025 Revenue for Brightstar Agencies (Franchised & Affiliate-owned) open 12 months or longer <sup>1</sup>	2,413,076	1,943,606	14,781,044	48,123	207	74 (36%)	104 (50%)
Quartile 1	4,770,311	3,883,822	14,781,044	2,900,830	52	16 (31%)	26 (50%)
Quartile 2	2,405,989	2,367,704	2,875,457	1,962,981	51	22 (43%)	26 (51%)
Quartile 3	1,622,994	1,623,084	1,943,606	1,326,374	52	26 (50%)	26 (50%)
Quartile 4	852,873	878,698	1,323,093	48,123	52	30 (58%)	26 (50%)
2025 Revenue for Brightstar Agencies (Franchised & Affiliate-owned) open 24 months or longer <sup>2</sup>	2,495,587	1,999,768	14,781,044	114,727	195	71 (36%)	98 (50%)
Quartile 1	4,884,110	3,916,938	14,781,044	2,947,040	49	16 (33%)	25 (51%)
Quartile 2	2,470,510	2,405,726	2,928,599	2,016,862	48	22 (46%)	24 (50%)
Quartile 3	1,671,129	1,645,308	1,999,768	1,374,642	49	23 (47%)	25 (51%)
Quartile 4	956,089	1,033,009	1,372,747	114,727	49	28 (57%)	25 (51%)
2025 Revenue for Franchised Agencies open 12 months or longer <sup>3</sup>	2,427,980	1,963,777	14,781,044	48,123	202	72 (36%)	101 (50%)
Quartile 1	4,777,649	3,854,991	14,781,044	2,900,830	51	16 (31%)	26 (51%)
Quartile 2	2,414,849	2,368,496	2,875,457	1,964,573	50	21 (42%)	25 (50%)
Quartile 3	1,640,679	1,628,723	1,962,981	1,338,530	50	23 (46%)	25 (50%)
Quartile 4	863,048	879,146	1,338,425	48,123	51	29 (57%)	26 (51%)
2025 Revenue for Franchised Agencies open 24 months or longer <sup>4</sup>	2,513,604	2,017,379	14,781,044	114,727	190	70 (37%)	95 (50%)
Quartile 1	4,894,278	3,914,795	14,781,044	2,947,040	48	16 (33%)	24 (50%)
Quartile 2	2,480,162	2,413,667	2,928,599	2,017,895	47	22 (47%)	24 (51%)
Quartile 3	1,690,948	1,677,826	2,016,862	1,401,477	47	23 (49%)	24 (51%)
Quartile 4	971,193	1,034,397	1,393,032	114,727	48	26 (54%)	24 (50%)

TABLE A continued (First Agencies Only)

First Agencies	Average Revenue	Median Revenue	High Amount	Low Amount	Number of Agencies	Number & Percentage of Agencies that Attained or Exceeded the Average Revenue Amount	Number & Percentage of Agencies that Attained or Exceeded the Median Revenue Amount
First year performance	445,035	351,598	2,013,367	27,376	207	81 (39%)	104 (50%)
Second year performance	993,361	836,638	3,661,793	164,281	196	77 (39%)	98 (50%)
Third year performance	1,236,109	1,096,000	4,433,481	45,141	189	69 (37%)	95 (50%)
Fourth year performance	1,471,350	1,281,634	5,370,051	203,101	178	70 (39%)	89 (50%)
Fifth year performance	1,672,256	1,364,906	7,775,668	330,575	172	57 (33%)	86 (50%)
Sixth year performance	1,842,146	1,497,673	8,264,101	449,335	164	50 (30%)	82 (50%)
Seventh year performance	1,969,937	1,672,768	7,915,742	483,288	156	51 (33%)	78 (50%)
Eighth year performance	2,116,452	1,763,571	10,839,910	314,368	146	48 (33%)	73 (50%)
Ninth year performance	2,198,015	1,821,536	12,539,974	237,468	142	45 (32%)	71 (50%)
Tenth year performance	2,340,132	1,886,383	11,793,328	349,159	134	47 (35%)	67 (50%)

Notes

1. The 2025 Revenue information includes Revenues earned by the first franchised BrightStar agencies from the time period of January 1, 2025, to December 31, 2025, if the BrightStar agency had been operated by the franchisee and/or our affiliates for at least 12 months before December 31, 2025.

Of the 207 agencies opened as first franchised agencies that were in operation for a period of at least 12 months as of December 31, 2025, 131 of these agencies were awarded a territory with a population of less than 400,000 people. The average Revenue during 2025 for these 131 agencies open at least 12 months as of December 31, 2025, was \$2,302,727, of which 52 agencies (40%) attained or exceeded this stated average. The median 2025 Revenue for these 131 agencies open at least 12 months as of December 31, 2025, was \$1,836,319.

2. The 2025 Revenue information includes Revenues earned by the first franchised BrightStar agencies from the time period of January 1, 2025, to December 31, 2025, if the BrightStar agency had been operated by the franchisee and/or our affiliates for at least 24 months before December 31, 2025.

Of the 195 agencies opened as first franchised agencies that were in operation for a period of at least 24 months as of December 31, 2025, 126 of these agencies were awarded a territory with a population of less than 400,000 people. The average Revenue during 2025 for these 126 agencies open at least 24 months as of December 31, 2025, was \$2,340,683, of which 51 agencies (40%) attained or exceeded this stated average. The median 2025

Revenue for these 126 agencies open at least 24 months as of December 31, 2025, was \$1,901,384.

3. The 2025 Revenue information in this Note 3 and in Note 4 and the corresponding portions of the Table only include Revenues earned by franchisees for their first BrightStar agencies from the time period of January 1, 2025 to December 31, 2025. Agencies owned by us or our affiliates at any point during 2025 (after having acquired them from franchisees) are excluded from Notes 3 and 4 and the corresponding portions of the Table.

Of the 202 agencies opened by franchisees as their first agency that were in operation for a period of at least 12 months as of December 31, 2025, 128 of these agencies were awarded a territory with a population of less than 400,000 people. The average Revenue during 2025 for these 128 agencies open at least 12 months as of December 31, 2025, was \$2,333,269, of which 52 agencies (41%) attained or exceeded this stated average. The median 2025 Revenue for these 128 agencies open at least 12 months as of December 31, 2025, was \$1,901,384.

4. The 2025 Revenue information includes Revenues earned by franchisees for their first BrightStar agencies from the time period of January 1, 2025, to December 31, 2025, if the franchisee had operated its BrightStar agency for at least 24 months before December 31, 2025.

Of the 190 agencies opened by franchisees as their first agency that were in operation for a period of at least 24 months as of December 31, 2025, 123 of these agencies were awarded a territory with a population of less than 400,000 people. The average Revenue during 2025 for these 123 agencies open at least 24 months as of December 31, 2025, was \$2,373,392, of which 50 agencies (41%) attained or exceeded this stated average. The median 2025 Revenue for these 123 agencies open at least 24 months as of December 31, 2025, was \$1,938,777.

5. The tables in Schedule A exclude two New York agencies in transition on change of ownership pending LHCSA licensure moratorium resolution.

Table B below is a subset of certain information disclosed in Table A in that it discloses the following information during specified years of performance only for territories having a population of less than 400,000 people that were franchisees' first franchised agencies or were franchisees' first agencies and then acquired by other franchisees or by our affiliates: average Revenue, median Revenue, high Revenue, low Revenue, number of agencies, and number (and percentage) of agencies that attained or exceeded the average and median revenue. Because the Start Date for each franchised agency differed, each performance year includes revenue earned during distinct 12-month time periods that generally do not correspond with a calendar year. The information in Table B discloses the noted performance about first franchised agencies during (i) their first 12 months of operation commencing on their Start Date; (ii) their second year (months 13 through 24) of operation commencing on their Start Date; (iii) their third year (months 25 through 36) of operation commencing on their Start Date; (iv) their fourth year (months 37 through

48) of operation commencing on their Start Date; (v) their fifth year (months 49 through 60) of operation commencing on their Start Date; (vi) their sixth year (months 61 through 72) of operation commencing on their Start Date; (vii) their seventh year (months 73 through 84) of operation commencing on their Start Date; (viii) their eighth year (months 85 through 96) of operation commencing on their Start Date; (ix) their ninth year (months 97 through 108) of operation commencing on their Start Date; and (x) their tenth year (months 109 through 120) of operation commencing on their Start Date.

Table B – Territories with population < 400k (First Agencies Only)

First Agencies	Average Revenue	Median Revenue	High Amount	Low Amount	Number of Agencies	Number & Percentage of Agencies that Attained or Exceeded the Average Revenue Amount	Number & Percentage of Agencies that Attained or Exceeded the Median Revenue Amount
First year performance	428,573	348,368	2,013,367	27,376	131	49 (37%)	66 (50%)
Second year performance	974,540	818,667	3,661,793	164,281	127	49 (39%)	64 (50%)
Third year performance	1,218,521	1,091,539	4,433,481	45,141	125	47 (38%)	63 (50%)
Fourth year performance	1,433,547	1,274,702	5,370,051	203,101	115	44 (38%)	58 (50%)
Fifth year performance	1,616,865	1,336,326	7,775,668	330,575	109	35 (32%)	55 (50%)
Sixth year performance	1,835,375	1,477,049	8,264,101	513,976	103	29 (28%)	52 (50%)
Seventh year performance	1,905,581	1,438,517	7,915,742	528,127	95	26 (27%)	48 (51%)
Eighth year performance	2,103,655	1,557,036	10,839,910	314,368	86	25 (29%)	43 (50%)
Ninth year performance	2,158,947	1,620,358	12,539,974	237,468	82	24 (29%)	41 (50%)
Tenth year performance	2,300,008	1,861,302	11,793,328	349,159	76	25 (33%)	38 (50%)

B. Franchisee Margins (First Franchised Agency Only or Agencies that were once First Agency of Another Franchisee during 2022, 2023, 2024, or 2025)

The following table identifies our franchisees’ Gross Margin percentage. Gross Margin percentage is defined as Gross Profit divided by Revenues. Gross Margin is defined as Revenues less Cost of Goods Sold. Cost of Goods sold includes all direct and indirect costs related to field employees, including payroll, payroll taxes, benefits, screening costs, workers’ comp insurance, crime bond costs, and professional and general liability insurance. We use a 20.0% average load onto known payroll costs to estimate COGS. The 20.0% is based on the franchise system average estimates.

The information contained in this table includes information for all agencies opened by franchisees as their first agency through 2025, even if the agencies became a second agency in 2022, 2023, 2024, or 2025 and even if they are now owned as a company-owned unit, including all resale agencies, for the full year as of December 31, 2025, for agencies opened 12 months or longer as of December 31, 2025. Specifically, out of our 427 total franchised and affiliate-owned agencies in existence as of the end of 2025, 203 of these agencies were opened by franchisees as their first agency (or used to be first agencies and then transitioned to an existing franchisee or to our affiliate

as a second agency) and were open for 12 months or longer as of December 31, 2025. If a franchisee operates more than one BrightStar agency, the information contained in the table below only includes information for the franchisee's first BrightStar agency unless the franchisee acquired a former first agency of another franchisee or the first agency of a franchisee was acquired by a company-owned affiliate.

	<b>Average Gross Margin Percentage</b>	<b>Median Gross Margin Percentage</b>	<b>High Margin</b>	<b>Low Margin</b>	<b>Number of agencies</b>	<b>Number and % of Agencies that attained or exceeded Average Amount</b>
2025	42.0%	41.7%	63.9%	20.0%	203	95 (47%)

Notes

1. Cost of Goods sold includes the direct cost of Nurse visits associated with billable services.
2. All agencies shown in the schedule above were franchised at the beginning of 2022, 2023, or 2024. Between 2022 and 2024, agencies that were the first franchised agency of a franchisee and subsequently acquired by our affiliate are also included.
3. The schedule excludes two New York agencies in transition on change of ownership pending LHCSA licensure moratorium resolution.
4. The schedule excludes four agencies that primarily do skilled care through an outside system.
5. The schedule excludes two affiliate-owned agencies that were affiliate-owned since their inception.
6. The schedule excludes data from the Care Homes pilot program.

C. Data Analysis of Client and Employee Statistics (First Agency Only)

Hours Billed per Client per Week

The information in the chart below reflects the average, median, high, and low hours billed per client per week during calendar year 2025 for all Brightstar franchised first agencies as well as for former franchised first agencies resold as secondary agencies 2022 through 2025 or sold to our affiliate, including all resale agencies, open and operating for at least 12 months as of December 31, 2025. As of December 31, 2025, we had 203 franchised and affiliate-owned (previously franchisee owned and operated during a portion of 2022, 2023, or 2024) BrightStar agencies open as first agencies.

Average Hours Billed Per Week	Median Hours Billed per Week	High Per Week	Low Per Week	Number of Agencies	Number and Percentage of Agencies that Attained or Exceeded Average Amount
23.9	22.7	102.3	2.8	203	93 (46%)

Notes

1. Excluding skilled care, the average hours per client per week are 19.7 (most franchisees will begin to perform skilled care in their second year unless there are Certificate of Need restrictions in the state, including Kentucky until late 2020, and Arkansas and Tennessee as well).
2. All agencies shown in the schedule above were franchised at the beginning of 2022, 2023, or 2024. Between 2022 and 2024, agencies that were the first franchised agency of a franchisee and subsequently acquired by our affiliate are also included.
3. The schedule excludes two New York agencies in transition on change of ownership pending LHCSA licensure moratorium resolution.
4. The schedule excludes four agencies that primarily do skilled care through an outside system.
5. The schedule excludes two affiliate-owned agencies that were affiliate-owned since their inception.
6. The schedule excludes data from the Care Homes pilot program.

Number of Clients and Employees Serviced Per Agency

Avg Weekly Billed Revenue Range	Avg weekly hours per employee	# and % of agencies > avg	Median weekly hours per EE	Avg weekly EEs	# and % of agencies > avg	Median # weekly EEs	Avg weekly client count	# and % of agencies > avg	Median weekly client count	Agency count
0-5,000	11.6	1 (50%)	11.6	2.6	1 (50%)	2.6	3.3	1 (50%)	3.3	2.0
5,000-10,000	11.6	2 (33%)	9.8	12.4	3 (50%)	12.8	14.0	2 (33%)	12.2	6.0
10,000-20,000	19.5	11 (41%)	18.0	19.0	12 (44%)	18.6	21.2	10 (37%)	17.1	27.0
20,000-30,000	19.0	14 (37%)	17.5	31.9	17 (45%)	31.4	31.0	18 (47%)	28.5	38.0
30,000-40,000	19.6	17 (44%)	18.9	43.0	22 (56%)	43.3	41.0	20 (51%)	41.4	39.0
40,000-50,000	18.9	13 (50%)	19.0	53.1	12 (46%)	51.5	52.0	9 (35%)	46.4	26.0

Avg Weekly Billed Revenue Range	Avg weekly hours per employee	# and % of agencies > avg	Median weekly hours per EE	Avg weekly EEs	# and % of agencies > avg	Median # weekly EEs	Avg weekly client count	# and % of agencies >avg	Median weekly client count	Agency count
50,000-60,000	20.8	10 (42%)	20.1	53.6	14 (58%)	55.6	51.5	8 (33%)	45.6	24.0
60,000-75,000	22.0	8 (47%)	21.2	66.4	8 (47%)	62.8	54.6	7 (41%)	53.4	17.0
>75,000	24.4	13 (54%)	25.6	105.2	8 (33%)	94.3	95.8	8 (33%)	77.3	24.0

The information in the chart above reflects the average and median weekly hours worked per employee, average and median number of employees worked per week, and average and median number of clients per week for full year 2025. The information above contains information for all Brightstar first agencies, or former first agencies resold as secondary agencies in 2022, 2023, 2024, and 2025, for all ongoing clients for agencies open and operating 12 months or longer as of December 31, 2025. Specifically, out of the 427 total Brightstar agencies in existence as of December 31, 2025, 203 of those agencies were opened as a franchisee’s first agency, or former first agencies resold as secondary agencies, and open and operating 12 months or longer as of December 31, 2025. Excluded from the chart above are 30 new franchised agencies opened in 2025, and most of these fall in the below \$20,000 average weekly billed revenue level as of the end of the year.

NOTES

1. All agencies shown in the schedule above were franchised at the beginning of 2022, 2023, or 2024. Between 2022 and 2024, agencies that were the first franchised agency of a franchisee and subsequently acquired by our affiliate are also included.
2. The schedule excludes two New York agencies in transition on change of ownership pending LHCSA licensure moratorium resolution.
3. The schedule excludes four agencies that primarily do skilled care through an outside system.
4. The schedule excludes two affiliate-owned agencies that were affiliate-owned since their inception.
5. The schedule excludes data from the Care Homes pilot program.

D. Franchisee Mix of Business

The table below provides information for the 2025 fiscal year by line of business and includes billed revenue from the ABS operating system for all Brightstar agencies in operation in 2025, regardless of whether: (i) the agency was a franchisee’s or affiliate’s first, second or subsequent BrightStar agency, or (ii) the agency operated during the entire 12-month period.