

Provision	Section in Franchise or Other Agreement	Summary
		terms of the Agreement are intended to disclaim representations made in the disclosure document, attachments or addenda provided to you.
u. Dispute resolution by arbitration or mediation	Not applicable	We are not required to arbitrate or mediate claims.
v. Choice of forum	21	Subject to applicable state law, litigation must occur in Ohio.
w. Choice of law	21	Subject to applicable state law, Ohio law governs.

**ITEM 18. PUBLIC FIGURES**

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

**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.

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 Douglas A. Kordel, Esq., President and Chief Legal Officer, Proforma, 8800 East Pleasant Valley Road, Cleveland, Ohio 44131, 800-825-1525, the Federal Trade Commission, and the appropriate state regulatory agencies.

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**ITEM 20. OUTLETS AND FRANCHISEE INFORMATION**

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

<b>Column 1 Outlet Type</b>	<b>Column 2 Year</b>	<b>Column 3 Outlets at the Start of the Year</b>	<b>Column 4 Outlets at the End of the Year</b>	<b>Column 5 Net Change</b>
Franchised	2023	513	496	-17
	2024	496	483	-13
	2025	483	461	-22
Company-owned	2023	0	0	0
	2024	0	0	0
	2025	0	0	0
<b>Total Outlets</b>	<b>2023</b>	<b>513</b>	<b>496</b>	<b>-17</b>
	<b>2024</b>	<b>496</b>	<b>483</b>	<b>-13</b>
	<b>2025</b>	<b>483</b>	<b>461</b>	<b>-22</b>

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

<b>Column 1 State</b>	<b>Column 2 Year</b>	<b>Column 3 Number of Transfers</b>
<b>Total</b>	<b>2023</b>	0
	<b>2024</b>	0
	<b>2025</b>	0

**Table No. 3  
Status of Franchised Outlets  
For years 2023 to 2025**

<b>Col. 1 State</b>	<b>Col. 2 Year</b>	<b>Col. 3 Outlets at Start of Year</b>	<b>Col. 4 Outlets Opened</b>	<b>Col. 5 Terminations</b>	<b>Col. 6 Non- Renewals</b>	<b>Col. 7 Reacquired by Franchisor</b>	<b>Col. 8 Ceased Operations- Other Reasons**</b>	<b>Col. 9 Outlets at End of Year</b>
Alabama	2023	7	0	0	0	0	0	7
	2024	7	0	0	0	0	0	7
	2025	7	0	0	0	0	0	7
Alaska	2023	0	0	0	0	0	0	0
	2024	0	0	0	0	0	0	0
	2025	0	0	0	0	0	0	0
Arizona	2023	8	0	0	0	0	0	8
	2024	8	0	0	0	0	1	7
	2025	7	0	0	0	0	0	7
Arkansas	2023	1	0	0	0	0	0	2*
	2024	2	0	0	0	0	0	2
	2025	2	0	0	0	0	0	3*