

**ITEM 18**  
**PUBLIC FIGURES**

We currently do not use public figures to promote this 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.

This financial performance representation consists of three sections. Section I includes a historic representation of the average gross sales of all franchise system outlets that were in operation during the entire 2024 Fiscal Year (as defined below in Section I). Section II includes a historic representation of the average gross sales of all franchise system outlets that were in operation during the 2022-2024 Fiscal Years. Section III includes a historic representation of the average gross sales for those franchise system outlets that have Standard Territories (as defined below in Section III and were in operation during the entire 2024 Fiscal Year.

**Section I: Average Gross Sales 2024 Fiscal Year**

The information provided below represents the average gross sales for 135 OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the entire twelve (12) month period from January 1, 2024 through December 31, 2024 (the "2024 Fiscal Year"). Only those OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the entire 2024 Fiscal Year (135 out of the 145 franchisees in operation as of December 31, 2024) were included in this Item 19. The information presented in this Item 19 does not include the 10 OFFICE PRIDE® franchisees that signed franchise agreements during the 2024 fiscal year, as they were open less than the 2024 Fiscal Year or did not bill for the full 2024 Fiscal Year.

The financial performance information presented below is based on the invoices our billing service affiliate sent to OFFICE PRIDE® customers during the 2024 Fiscal Year. We have not audited this information for purposes of this Item 19. The financial information contained in this Item 19 does not include any financial performance information for (i) any corporate or affiliate owned businesses or (ii) franchisees that opened, closed, or transferred their OFFICE PRIDE® businesses during the 2024 Fiscal Year. For the 2024 Fiscal Year, we did not have any OFFICE PRIDE® business that closed after being open for less than 12 months.

**AVERAGE GROSS SALES<sup>1</sup> OF FRANCHISEES  
BY QUARTILE<sup>2</sup> FOR THE 2024 Fiscal Year**

Quartile	Number of Franchisees in the Quartile	Average Gross Sales	Number and Percentage of Franchisees in the Quartile that Attained or Exceeded Average Gross Sales	Range of Net Sales: High	Range of Net Sales: Low
1st	33	\$1,934,748	10 or 30%	\$1,374,286	\$9,089,379 to \$997,212
2nd	34	\$621,444	16 or 47%	\$612,176	\$990,639 to \$404,916
3rd	34	\$259,479	15 or 44%	\$222,307	\$396,912 to \$154,381
4th	34	\$73,495	16 or 47%	\$69,329	\$145,224 to \$20,773

**AVERAGE GROSS SALES<sup>1</sup> OF FRANCHISEES  
FOR THE 2024 Fiscal Year**

The average gross sales for all 135 OFFICE PRIDE® franchisees in operation during the entire 2024 Fiscal Year is as follows:

Number of Franchisees	Average Gross Sales	Median	Number and Percentage of Franchisees that Attained or Exceeded Average Net Sales	Range of Gross Sales
135	\$713,311	\$396,912	40 (29.63%)	\$20,773 to \$9,089,379

**SECTION I NOTES:**

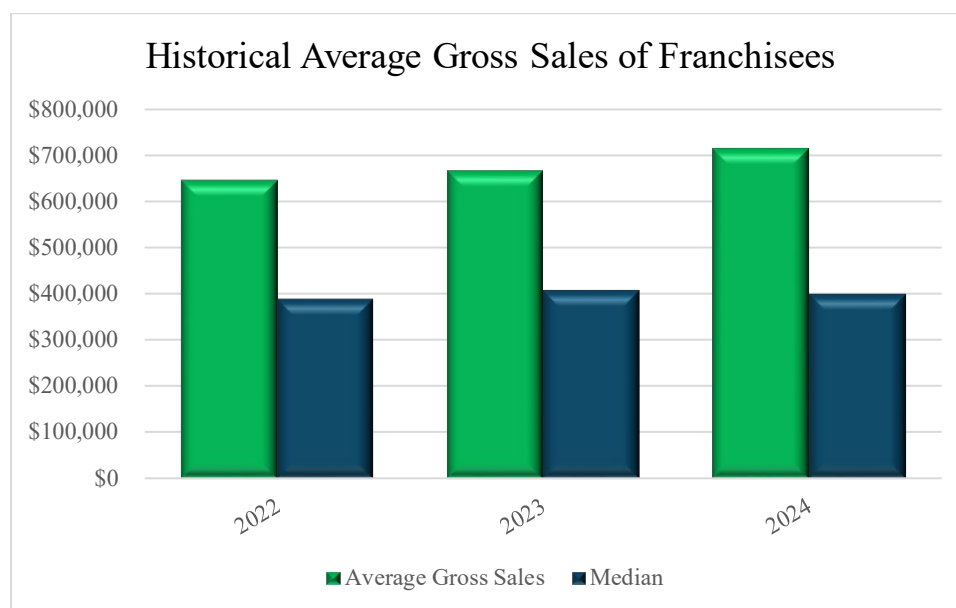
- (1) As used in this Item 19, “Gross Sales” means all revenue a franchisee derived from operating its OFFICE PRIDE® business, whether from cash, check or credit transactions, but excluding all federal, state or municipal sales, use or service taxes collected from customers and paid to the appropriate taxing authority and excluding customer refunds, adjustments, credits and allowances made by the franchisee. Gross Sales has the same meaning as Revenue Sales Collected (as defined in Item 6).
- (2) As used in this Item 19, “Quartile” refers to the relative performance of our OFFICE PRIDE® franchisees. Accordingly, the “1<sup>st</sup> Quartile” refers to the top 25% of performing OFFICE PRIDE® franchisees based on Gross Sales, the “2<sup>nd</sup> Quartile” refers to the next highest 25% of performing OFFICE PRIDE® franchisees, the “3<sup>rd</sup> Quartile” refers to the next highest 25% of performing OFFICE PRIDE® franchisees, and the “4<sup>th</sup> Quartile” refers to the bottom 25% of performing OFFICE PRIDE® franchisees.
- (3) The Average Gross Sales for the 1<sup>st</sup> Quartile includes one franchisee whose Gross Sales during the 2024 Fiscal Year totaled \$9,089,379. If this franchisee is removed from the 1<sup>st</sup> Quartile, the Average Gross Sales for the remaining 32 franchisees in the 1<sup>st</sup> Quartile is \$1,711,166.
- (4) Some of the franchisees included in this Item 19 operate their OFFICE PRIDE® business on a part time basis and some operate their OFFICE PRIDE® business on a full time basis.

**Section II – Average Gross Sales for 2022 to 2024 Fiscal Years**

The tables below reflect the historical average gross sales for the OFFICE PRIDE® franchised businesses that were in operation for the entire twelve (12) month period for any of the 2022 to 2024 fiscal

years – i.e., from January 1 to December 31 for each of the years 2022, 2023 or 2024. Only those OFFICE PRIDE® franchised businesses that were in operation for the entire fiscal year for each specific year noted are included in the tables below (for example, the information for 2022 includes only those franchised business that were open for the entire 2022 fiscal year, and the information for 2023 includes only those franchised businesses that were open for the entire 2023 year). For purposes of the tables included in this Section II, the terms “Gross Sales” and “Quartiles” have the same meanings as noted in Section I above. The financial performance information presented below is based on the invoices our billing service affiliate sent to OFFICE PRIDE® customers during the 2022 to 2024 fiscal years. We have not audited this information for purposes of Item 19.

The chart and table below reflect historical average gross sales information for all OFFICE PRIDE® franchised businesses that were in operation during the entire twelve (12) month period for each respective year.



Year	2022	2023	2024
No. of Franchisees	126	128	135
Average Gross Sales	\$643,379	\$664,910	\$713,311
Median	\$385,793	\$404,990	\$396,912
Low/High	\$4,824 to	\$2,808 to	\$20,773 to
	\$7,367,217	\$8,520,100	\$9,089,379

**TABLE NOTES:**

- (1) This information represents the average gross sales for 126 OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the entire twelve (12) month period from January 1, 2022 through December 31, 2022 (the “2022 Fiscal Year”). This information does not include any gross sales information for 19 OFFICE PRIDE® franchisees that did not operate during the entire 2022 Fiscal Year, none of which closed after being open for less than 12 months. Of the 126 OFFICE PRIDE® franchisees included in the table above, 39 (30.9%) attained or exceeded \$643,379 in average gross sales.

- (2) This information represents the average gross sales for 128 OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the entire twelve (12) month period from January 1, 2023 through December 31, 2023 (the “2023 Fiscal Year”). This information does not include any gross sales information for 19 OFFICE PRIDE® franchisees that did not operate during the entire 2023 Fiscal Year, none of which closed after being open for less than 12 months. Of the 128 OFFICE PRIDE® franchisees included in the table above, 44 (34.4%) attained or exceeded \$664,910 in average gross sales.
- (3) This information represents the average gross sales for 135 OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the entire twelve (12) month period from January 1, 2024 through December 31, 2024 (the “2024 Fiscal Year”), as described above in Section I. Of the 135 OFFICE PRIDE® franchisees included in the table above, 40 (29.63%) attained or exceeded \$713,311 in average gross sales.

### Section III: Average Gross Sales 2024 Fiscal Year for Standard Territories

The information provided below in Section III represents the average gross sales for 122 OFFICE PRIDE® franchisees that operated an OFFICE PRIDE® business for the 2024 Fiscal Year who have territories with less than 70,000 businesses (“Standard Territories”). Only those OFFICE PRIDE® franchisees with Standard Territories that operated an OFFICE PRIDE® business for the entire 2024 Fiscal Year (122 out of the 145 franchisees in operation as of December 31, 2024) were included in this Item 19. The information presented in this Item 19 does not include (i) 10 OFFICE PRIDE® franchisees that signed franchise agreements during the 2024 Fiscal Year, as they were open less than the 2024 Fiscal Year or did not bill for the full 2024 Fiscal Year, and (ii) 13 franchisees that were included in Section I but do not have Standard Territories, as they are franchisees with more than 70,000 businesses and in most instances acquired their franchise more than ten years ago.

The financial performance information presented below is based on the invoices our billing service affiliate sent to OFFICE PRIDE® customers during the 2024 Fiscal Year. We have not audited this information for purposes of this Item 19. The financial information contained in this Item 19 does not include any financial performance information for (i) any corporate or affiliate owned businesses or (ii) franchisees that opened, closed, or transferred their OFFICE PRIDE® businesses during the 2024 Fiscal Year. For the 2024 Fiscal Year, we did not have any OFFICE PRIDE® business that closed after being open for less than 12 months.

#### AVERAGE GROSS SALES<sup>1</sup> OF STANDARD FRANCHISEES BY QUARTILE<sup>2</sup> FOR THE 2024 Fiscal Year

Quartile	Number of Franchisees in the Quartile	Average Gross Sales	Number and Percentage of Franchisees in the Quartile that Attained or Exceeded Average Gross Sales	Range of Net Sales: High	Range of Net Sales: Low
1st	30	\$1,959,452	9 or 30%	\$9,089,379.29	\$997,212.40
2nd	30	\$627,380	14 or 47%	\$990,639.29	\$404,916.13
3rd	31	\$254,240	12 or 39%	\$396,912.34	\$154,380.81
4th	31	\$68,815	14 or 45%	\$145,223.76	\$20,772.76

AVERAGE GROSS SALES<sup>1</sup> OF STANDARD  
FRANCHISEES FOR THE 2024 Fiscal Year

The average gross sales for 122 OFFICE PRIDE® franchisees with territories including greater than 70,000 businesses in operation during the entire 2024 Fiscal Year is as follows:

Number of Franchisees	Average Gross Sales	Median	Number and Percentage of Franchisees that Attained or Exceeded Average Net Sales	Range of Gross Sales
122	\$718,194	\$419,608	36 (29.51%)	\$20,773 to \$9,089,379

SECTION III NOTES:

- (1) As used in this Item 19, “Gross Sales” means all revenue a franchisee derived from operating its OFFICE PRIDE® business, whether from cash, check or credit transactions, but excluding all federal, state or municipal sales, use or service taxes collected from customers and paid to the appropriate taxing authority and excluding customer refunds, adjustments, credits and allowances made by the franchisee. Gross Sales has the same meaning as Revenue Sales Collected (as defined in Item 6).
- (2) As used in this Item 19, “Quartile” refers to the relative performance of our OFFICE PRIDE® franchisees. Accordingly, the “1<sup>st</sup> Quartile” refers to the top 25% of performing OFFICE PRIDE® franchisees based on Gross Sales, the “2<sup>nd</sup> Quartile” refers to the next highest 25% of performing OFFICE PRIDE® franchisees, the “3<sup>rd</sup> Quartile” refers to the next highest 25% of performing OFFICE PRIDE® franchisees, and the “4<sup>th</sup> Quartile” refers to the bottom 25% of performing OFFICE PRIDE® franchisees.
- (3) The Average Gross Sales for the 1<sup>st</sup> Quartile includes one franchisee whose Gross Sales during the 2024 Fiscal Year totaled \$9,089,379. If this franchisee is removed from the 1<sup>st</sup> Quartile, the Average Gross Sales for the remaining 29 franchisees in the 1<sup>st</sup> Quartile is \$1,713,593.
- (4) Some of the franchisees included in this Item 19 operate their OFFICE PRIDE® business on a part time basis and some operate their OFFICE PRIDE® business on a full time basis.

ADDITIONAL NOTES:

- (1) **Some outlets have earned this amount. Your individual results may differ. There is no assurance you will earn as much.**
- (2) We have not audited the franchisee information included in this Item 19.
- (3) Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request.
- (4) Other than the preceding financial performance representation, Faith Franchising Company, LLC does 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 Jeff McMullen, Chief Financial Officer,

Faith Franchising Company, LLC, 3450 East Lake Road, Suite 200, Palm Harbor, FL 34685  
(727) 754-5990, the Federal Trade Commission, and the appropriate state regulatory agencies.

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

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

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	145	147	+2
	2023	147	148	+1
	2024	148	145	-3
Company-Owned	2022	0	2	+2
	2023	2	3	+1
	2024	3	1	-2
<b>Total Outlets</b>	2022	145	149	+4
	2023	149	151	+2
	2024	151	146	-5

**Table No. 2**  
**Transfer of Outlets from Franchisees to New Owners**  
**(other than the Franchisor)**  
**For Years 2022-2024**

State	Year	Number of Transfers
California	2022	0
	2023	1
	2024	0
Colorado	2022	0
	2023	0
	2024	1
Delaware	2022	1
	2023	0
	2024	1
Florida	2022	2
	2023	0
	2024	0
Indiana	2022	1
	2023	1
	2024	1