

THE FRANCHISE RELATIONSHIP		
PROVISION	SECTIONS IN FRANCHISE AGREEMENT	SUMMARY
u. Dispute resolution by arbitration or mediation	Section 23	All disputes must be mediated or arbitrated before litigation, except for certain disputes involving our intellectual property or compliance with restrictive covenants (except as otherwise disclosed in <u>EXHIBIT "H"</u> to this Disclosure Document).
v. Choice of forum	Section 23	All mediation, arbitration and litigation must take place in the county where we maintain our principal place of business (currently, Middlesex County, Connecticut) at the time the dispute arises (subject to applicable state law).
w. Choice of law	Section 25.1	Connecticut law (subject to applicable state law)

ITEM 18 PUBLIC FIGURES

We do not use any public figures 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 this Item 19 may be given only if (1) the 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 chart contains financial performance information for one Business that is substantially similar to a Franchised Business that is owned and operated by the Affiliate that has been operating since September 2014 (the “**Affiliate Business**”). Table 1 outlines the financial performance of the Affiliate Business broken down by county for the 2024 calendar year (“**Measurement Period**”). The Affiliate operates its business in the states of Connecticut and Massachusetts. The Affiliate operates in an office outside of the home in Middletown, CT (in Middlesex County) in a space larger than what a franchisee would operate and is considered a state-wide agency operating without territorial restriction, employs more staff than a typical Franchised Business, operated under “THE HOMEAIDES” name prior to 2026 (and is transitioning to SOLENVIA), and does not pay us any fees. Otherwise, the Affiliate Business is substantially similar to the Franchised Business offered under this disclosure document.

TABLE 1

County	Gross Sales during Measurement Period	Population	County Population 65 and over	Equivalent Franchise Territories @300,000
Hartford County	\$3,656,478	891,720	155,516	2.9
New Haven County	\$3,460,620	859,754	152,714	2.9

Middlesex County	\$2,169,669	162,436	33,697	0.5
Litchfield County	\$900,824	180,333	39,673	0.6
Fairfield County	\$463,160	943,332	153,798	3.1
Tolland County	\$457,805	150,921	24,554	0.5
New London County	\$302,718	265,206	49,770	0.8
Windham County	\$258,144	116,782	19,310	0.4

Notes to Table 1:

1. For purposes of this Item 19, “Gross Sales” means the total amount generated by the Affiliate Business (regardless of collection) arising from, connected with or related to the sale of all goods, merchandise or services and all business transacted at, from or through the Affiliate Business, directly or indirectly, excluding only (a) sales taxes and other taxes separately stated that the Affiliate collects from clients and pay to taxing authorities; (b) refunds and credits made in good faith to arm’s-length clients; and (c) the discount value of any coupon, voucher or other allowance.
2. The figures in Table 1 are based on the historical results from the Affiliate Business described above.
3. With respect to Fairfield County, it is a county in which the Affiliate does not have a formalized location with active sales and marketing presence.
4. During the Measurement Period, the Affiliate staffed 97% of the cases submitted to it.
5. During the Measurement Period, of all the clients served by the Affiliate, 58% received live-out hourly services, and 42% received Live-in Services with rates as follows:

State	Live-In Rate	Hourly Rate
CT	\$335 (with increase to \$355 effective 12/1/24)	\$29.50 (with increase to \$34 effective 12/1/24)
MA	\$360 (with increase to \$380 effective 12/1/24)	\$32.50 (with increase to \$35.50 effective 12/1/24)

The following chart contains financial performance information for the Affiliate Business. Table 2 outlines the financial performance of the Affiliate Business broken down for the first three calendar years of its operation. During that period of time, the Affiliate Business operated within an area that is analogous to a Territory granted under this Disclosure Document. At that time, the Affiliate operated in an office similar to that of a franchisee, but did not pay us any fees. Otherwise, the Affiliate Business is substantially similar to the Franchised Business offered under this disclosure document.

TABLE 2

Time Period	Gross Sales
09-01-2014 – 09-01-2015	\$450,078.19
09-02-2015 – 09-01-2016	\$1,435,207.14
09-02-2016 – 09-01-2017	\$3,055,484.08

In addition to the above financial performance representations, we also disclose certain expense information for the Affiliate Business as outlined here. During the Measurement Period, the Affiliate Business' Average Payroll Cost per Hour was \$18.01, which was determined by dividing the number of Caregiver hours (including overtime hours) by the total amount of payroll cost for the Affiliate.

Additionally, we disclose certain data regarding the number of clients, the type of client, and rates.

Time Period	Number of Clients	Hourly Clients	Live-In Clients	Live-In Rate	Hourly Rate
09-01-2014 – 09-01-2015	26	15	11	\$200/day	\$17-\$18.50/hour
09-02-2015 – 09-01-2016	36	20	16	\$210-\$220/day	\$17-\$18.50/hour
09-02-2016 – 09-01-2017	91	56	35	\$245/day	\$17-\$19.50/hour

The financial performance figures do not reflect any of the costs of sales, operating expenses, or other costs or expenses that must be deducted from net revenue or net sales figures to obtain your net income or profit. Additional expenses that you may incur include royalty, brand fund contributions, conference registration fee installment payments, computer software fees, and local marketing obligations (see Item 6 of this Disclosure Document), interest on debt service, insurance, and legal and accounting fees. You should conduct an independent investigation of the costs and expenses you will incur in operating your Franchised Business.

Some outlets have earned this amount. Your individual results may differ. There is no assurance that you'll earn as much.

Written substantiation for this financial performance representation will be made available to you upon your reasonable written request. You are strongly encouraged to consult with your own financial advisors in reviewing the table and, in particular, in estimating your sales that you may achieve in operating your own Franchised Business. We cannot estimate the results of any specific business or franchisee.

Other than the preceding financial performance representation, we do 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 Bryan Dylewski, with an address 17 Centerpoint Drive, Middletown, Connecticut 06457 or by phone at 860-968-0237 or by email at bryan@solenviacaregivers.com, the Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, and the appropriate state regulatory agencies.

ITEM 20 OUTLETS AND FRANCHISEE INFORMATION

Table 1

System-Wide 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	0	0	0