

THE FRANCHISE RELATIONSHIP		
PROVISION	SECTION IN FRANCHISE OR OTHER AGREEMENT	SUMMARY
t. Integration/merger clause	Section 22.1	Only the terms of the Franchise Agreement are binding (subject to federal law). Any other promises may not be enforceable, except as set forth in this Disclosure Document. Notwithstanding the foregoing, nothing in this or any related agreement is intended to disclaim the express representations made in the Franchise Disclosure Document, its exhibits and amendments.
u. Dispute resolution by arbitration or mediation	Section 24	Except for certain claims, the parties must first mediate any dispute subject to applicable state law.
v. Choice of forum	Section 23	Michigan (subject to applicable state law)
w. Choice of law	Section 23	Michigan law applies (subject to applicable state law)

ITEM 18

PUBLIC FIGURES

We do not use any public figure to promote the 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: (i) a franchisor provides the actual records of an existing outlet you are considering buying; or (ii) 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 Item 19 contains historical financial performance data as provided by certain ComForCare franchisees. The representations made in this Item 19 are based upon the franchise system’s outlets existing for the period of time indicated below unless otherwise specifically excluded, as discussed below.

The financial performance information included in Tables A and B below reflect average gross sales of \$1,295,843 and \$2,065,531, respectively, and median gross sales of \$849,804 and \$1,275,541, respectively, of our franchisees that: (1) were open and in operation during the entire period of January 1, 2025 through December 31, 2025 (the “Measurement Period”) and (2) have reported a minimum of 13 months of gross sales data (the “Included Franchisees”). We consider a franchisee to be “open and in operation” once they have completed their training and all assigned door opening tasks, and are able to provide, at least, unlicensed homemaker/companionship services within their protected area. “Gross Sales” is defined as the total revenue derived from the sales of goods or services less sales tax, discounts, allowances, and returns by an Included Franchisee. “Average” is defined as the sum of the Gross Sales of the Included Franchisees

divided by the number of Included Franchisees in each operating category. “Median” means the amount that falls in the middle when all other amounts listed are arranged highest to lowest. In other words, one-half of the Included Franchisee’s exceeded the median value below and one-half did not.

This financial performance representation does not include: (1) data for territories purchased and not yet opened by franchise owners. In some instances, the Included Franchisees have purchased more than one franchise territory and report franchise sales and royalty information as a single unit for all territories they own and/or operate out of one central office.

The financial performance information presented below has been extracted from royalty reports provided to us by the Franchisees.

In addition, in conjunction with the services provided to seniors, the population size, density of seniors and number of people over the age of 65 in the protected areas for the franchise owners represented in Tables A and B below may not be similar to, or representative of, the protected area you may purchase.

TABLE A - GROSS SALES INFORMATION BY FRANCHISE TERRITORY OPERATING AT LEAST ONE FULL YEAR

Time in Business	Territories	Average Gross Sales	Number/Percent Attained or Exceeded Average	Median Gross Sales	Number/Percent Attained or Exceeded Median	Highest Performer	Lowest Performer
<i>109+ months</i>	126	\$1,717,176	44 (35%)	\$1,225,978	63 (50%)	\$20,382,999	\$56,414
<i>85-108 months</i>	9	\$1,758,570	4 (44%)	\$1,636,318	5 (56%)	\$3,104,446	\$472,233
<i>73-84 months</i>	6	\$1,232,147	2 (33%)	\$1,161,595	3 (50%)	\$2,448,936	\$426,432
<i>61-72 months</i>	12	\$896,575	5 (42%)	\$851,188	6 (50%)	\$1,900,109	\$148,944
<i>49-60 months</i>	15	\$650,227	7 (47%)	\$553,413	8 (53%)	\$1,638,029	\$60,542
<i>37-48 months</i>	14	\$420,513	5 (36%)	\$277,687	7 (50%)	\$1,095,615	\$24,560
<i>25-36 months</i>	17	\$360,086	6 (35%)	\$318,729	9 (53%)	\$1,093,898	\$13,813
<i>13-24 months</i>	21	\$618,104	3 (14%)	\$278,916	11 (52%)	\$5,094,205	\$24,657
Total	220	\$1,295,843	70 (32%)	\$849,804	110 (50%)	\$20,382,999	\$13,813

Table A Notes:

- (a) The total number of open outlets in the system as of December 31, 2025 was 270, of which 220 are included in this Table A. The financial data in this Table A excludes 30 territories open less than a year as well as 3 territories because they did not submit the required reports for the measurement period. There are also 7 territories excluded due to the territory either not being developed, pending resale or pending closure. In addition, it excludes the results of 3 franchisees who own 2 or more territories but report sales and royalty information combined. 2 franchisee owns 4 territories and 1

franchisees own 2 territories. The sales for these franchisees were \$23,885,236, \$7,591,321, \$1,529,789 respectively.

- (b) This table includes territories opened in each year from 1996 through December 31, 2024 with the distribution of start dates as follows: 2024 – 21, 2023 – 17, 2022 – 14, 2021 – 15, 2020 – 12, 2019 – 6, 2018 – 7, 2017 – 2, 2016 – 12, 2015 – 10, 2014 – 9, 2013 – 9, 2012 – 9, 2011 – 3, 2010 – 6, 2009 – 22, 2008 – 6, 2007 – 6, 2006 – 7, 2005 – 9, 2004 – 7, 2003 – 7, 2002 – 3 and 1996 – 1. We consider a territory open once they have completed their training, their assigned door opening tasks and are able to provide, at least, unlicensed homemaker/companionship services within their protected area.
- (c) The figures for franchises in operation for 109 months or greater includes the gross sales of our formerly owned corporate store, Caretaker Services, LLC. For the 12 months ending December 31, 2025, the gross sales were \$6,538,447.

TABLE B - GROSS SALES INFORMATION BY FRANCHISE OWNER OPERATING AT LEAST ONE FULL YEAR

Time in Business	Owners	Average Gross Sales	Number/ Percent Attained or Exceeded Average	Median Gross Sales	Number/ Percent Attained or Exceeded Median	Highest Performer	Lowest Performer
<i>109+ months</i>	103	\$2,654,666	27 (26%)	\$1,809,831	52 (50%)	\$23,885,236	\$109,097
<i>85-108 months</i>	7	\$2,360,370	3 (43%)	\$2,126,617	4 (57%)	\$4,156,529	\$472,233
<i>73-84 months</i>	3	\$1,137,899	2 (67%)	\$1,156,397	2 (67%)	\$1,516,792	\$740,508
<i>61-72 months</i>	7	\$1,149,050	2 (29%)	\$781,873	4 (57%)	\$3,417,373	\$396,265
<i>49-60 months</i>	5	\$975,912	2 (40%)	\$784,216	3 (60%)	\$1,638,029	\$321,561
<i>37-48 months</i>	7	\$485,404	3 (43%)	\$283,197	4 (57%)	\$943,691	\$235,250
<i>25-36 months</i>	10	\$589,001	4 (40%)	\$548,914	5 (50%)	\$1,093,898	\$235,981
<i>13-24 months</i>	12	\$209,509	5 (42%)	\$136,077	6 (50%)	\$526,391	\$33,170
Total	154	\$2,065,531	49 (32%)	\$1,275,541	77 (50%)	\$23,885,236	\$33,170

Table B Notes:

- (a) Table B provides the annual gross sales reported by the franchisees, and aggregates gross sales for owners with multiple territories, regardless of the number of territories owned by those individual owners and the number of physical offices from which those individual franchisees operate. As a result, the data represented in Table B may be more favorable than the data reported by franchise territory as represented in Table A above.

- (b) For purposes of this Item 19, the definition of Gross Sales can be found in “Additional Notes” at the bottom of this Item 19.
- (c) Of the 154 franchisees listed in Table B, 55 of the included franchisees own multiple territories. Of those 55 included franchise owners that own multiple territories, 1 has 6 additional territories, 3 have 3 additional territories, 10 have 2 additional territories and 41 have 1 additional territory. The financial data in this table excludes 30 territories that were open less than a full calendar year. Additionally, 3 territories were excluded because reports for the measured period were not all submitted. Another 7 territories were excluded because they were either not developed or being held for resale or closure.
- (d) For the included franchisees listed in this table that own multiple territories, we have grouped gross sales data for all of the territories they purchased under the oldest “Franchisee Owner’s Time in Business” category.
- (e) For the distribution of start dates, please see Table A; Note (c).
- (f) The figures for franchises in operation for 109 months or greater includes the gross sales of our corporate owned store, Caretaker Services, LLC. For the 12 months ending December 31, 2025, the gross sales were \$6,538,447.

Systemwide Revenue by Source Percentage (%) - Table C

The information contained in the table below is historical, based on unaudited, but required reporting by individual franchisees. Though each Protected Area will have Private Pay business, government programs (Medicaid/State Funded Programs, Insurance and Veteran’s Programs) are dictated by your local governments and thus will vary. The figures below are drawn from the entire franchised system and all Protected Areas. The franchised offices that reported data for Table C below may not be the same as those reporting under Tables A & B. The data in Table C was generated from the owner’s operational software.

TABLE C – 2025 SYSTEMWIDE REVENUE BY SOURCE %	
REVENUE SOURCE	PERCENTAGE OF SYSTEMWIDE FROM SOURCE
Private Pay (a)	44%
Medicaid/State Funded Programs (b)	23%
Insurance (c)	10%
Veterans Programs (d)	13%
Miscellaneous (e)	10%

Table C Notes:

- (a) “Private Pay” means that the client care is paid from their own (or their family’s) personal funds.
- (b) “Medicaid/State Funded Programs” means that the client’s care is paid in part, or in total, by government funded payor sources such as Area Agencies on Aging or managed care organizations.

- (c) “Insurance” means that the client’s care is paid in part, or in total, through long term care, automotive, or workers’ compensation insurance policies. Insurance does not mean or include any sort of health care insurance.
- (d) “Veterans’ Programs” means that the client’s care is paid in part, or in total, through programs offered by the US Department of Veterans Affairs.
- (e) “Miscellaneous” means other revenue that a franchise business may obtain through such payor sources as personal response system providers.

Hours Billed and Client Data - Tables D & E

The information contained in the tables below is historical, based on unaudited, but required, reporting by individual franchisees. The franchised offices that reported data for Tables D & E below may not be the same as those reporting under Tables A, B, & C above and include the results from both Standard and Deluxe franchises. These are not the only metrics associated with the operation of your business. There is no assurance that your metrics will be comparable to our other franchisees. The data in Tables D & E below were generated from the owner’s operational software and only includes offices that were open the entire 2025 calendar year.

TABLE D – HOURS BILLED BY FRANCHISE OWNER (INCLUDING THOSE WITH MULTIPLE TERRITORIES) - 2025 CALENDAR YEAR			
AVERAGE HOURS BILLED	MEDIAN HOURS BILLED	HIGHEST HOURS BILLED	LOWEST HOURS BILLED
51,513	32,093	338,328	619

Table D Notes:

- (a) Offices with multiple territories were counted as one for the purpose of this Table.

The “Average Hours Billed” is based on aggregating the number of total hours billed by the reviewed offices over the 2025 calendar year then dividing that number by the total respondents.

TABLE E – CLIENT DATA BY FRANCHISE OWNER (INCLUDING THOSE WITH MULTIPLE TERRITORIES) – 2025 CALENDAR YEAR			
AVERAGE NUMBER OF CLIENTS	MEDIAN NUMBER OF CLIENTS	HIGHEST NUMBER OF CLIENTS	LOWEST NUMBER OF CLIENTS
112	76	805	20

Table E Notes:

- (a) Offices with multiple territories were counted as one for the purpose of this Table.
- (b) The “Average Number of Clients” is based on aggregating the number of total clients serviced by the reviewed offices over the 2025 calendar year then dividing that number by the total respondents.

Additional Notes:

1. “Gross Sales” means the aggregate amount of all sales of services and the aggregate of all of charges for all services performed (including service charges in lieu of gratuity) whether for cash or credit or otherwise, made and rendered in, about or in connection with a Franchised Business

including, but not limited to, revenue derived from sales of personal response systems, mileage charged to clients and all proceeds from any business interruption insurance. In addition, “Gross Sales” shall include all revenues or receipts of any kind derived from the operation of the Franchised Business, including all services provided as a direct or indirect consequence of use of ComForCare Marks or any respect of the franchise system. The term “Gross Sales” shall not be modified for uncollected amounts. The term “Gross Sales” does not include any federal, state, municipal or other sales, value added or retailer’s excise taxes paid or accrued by a franchisee.

2. Written substantiation for the financial performance representation will be made available to prospective franchisees upon reasonable request.
3. **Some franchisees have sold this amount. Your individual results may differ. There is no assurance you will sell as much.**
4. The disclosure figures for Table A and B do not reflect all other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of costs and expenses you will incur in operating your franchise business. Current franchisees or former franchisees listed in the Disclosure Document may be one source of this information.
5. 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 David Tarr at ComForCare Franchise Systems, LLC, 900 Wilshire Drive, Suite 102, Troy, MI 48084-1600, 800-886-4044, dtarr@bestlifebrands.com, the Federal Trade Commission and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

TABLE 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	218	228	+10 ^{1,2}
	2024	228	248	+20
	2025	248	271	+23 ³
Company-Owned (a)	2023	0	1	+1
	2024	1	0	-1
	2025	0	0	0
Total Outlets	2023	218	229	+11^{1,2}
	2024	229	248	+19
	2025	248	271	+23³