

| The Franchise Relationship         |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provision                          | Section in Agreement | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| s. Modification of the agreement   | Sections 4.3 & 23.8  | We may unilaterally change the Manual or reduce the scope of any covenant imposed on you to comply with applicable law. We may also modify any term of the Franchise Agreement during the Interim Term, if applicable. Other modifications require a writing signed by both parties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| t. Integration/ merger clause      | Section 23.8         | Only the terms of the Franchise Agreement and attachments to Franchise Agreement are binding (subject to state law). Any representations or promises made outside the Disclosure Document and Franchise Agreement may not be enforceable. Nothing in the Franchise Agreement or any related agreement is intended to disclaim any of the representations we make in this Disclosure Document. No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (a) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (b) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise. |
| u. Dispute resolution by mediation | Section 21           | Subject to state law, all disputes must be mediated before litigation, except for certain disputes involving our intellectual property or compliance with restrictive covenants.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| v. Choice of forum                 | Section 21           | Subject to state law, all mediation and litigation must take place in the county where we maintain our principal place of business (currently Maricopa County, Arizona) at the time the dispute arises.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| w. Choice of Law                   | Section 23.1         | Subject to state law, Arizona law governs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## ITEM 18 PUBLIC FIGURES

We do not currently 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 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, you may be able to review 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 Federal Trade Commission, the appropriate state regulatory agencies, and our management by contacting our Legal Department at 4343 E. Outlier Blvd., Suite 123, Phoenix, Arizona 85008 or by phone at (800) 252-3366.

## 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 | 299                              | 287                            | -12        |
|                                                             | 2024 | 287                              | 258                            | -29        |
|                                                             | 2025 | 258                              | 217                            | -41        |
| Company Owned                                               | 2023 | 0                                | 0                              | 0          |
|                                                             | 2024 | 0                                | 0                              | 0          |
|                                                             | 2025 | 0                                | 6                              | 6          |
| Total Outlets                                               | 2023 | 299                              | 287                            | -12        |
|                                                             | 2024 | 287                              | 258                            | -29        |
|                                                             | 2025 | 258                              | 223                            | -35        |

| Table 2 - Transfers of Outlets from Franchisees to New Owners (Other than the Franchisor) for Years 2023 to 2025 |      |                     |
|------------------------------------------------------------------------------------------------------------------|------|---------------------|
| State                                                                                                            | Year | Number of Transfers |
| Total                                                                                                            | 2023 | 0                   |
|                                                                                                                  | 2024 | 0                   |
|                                                                                                                  | 2025 | 0                   |

| Table 3 - Status of Franchised Outlets for Years 2023 to 2025 |      |                          |                |              |              |                          |                                  |                        |
|---------------------------------------------------------------|------|--------------------------|----------------|--------------|--------------|--------------------------|----------------------------------|------------------------|
| State                                                         | Year | Outlets at Start of Year | Outlets Opened | Terminations | Non-Renewals | Reacquired by Franchisor | Ceased Operations- Other Reasons | Outlets at End of Year |
| Alabama                                                       | 2023 | 6                        | 0              | 0            | 0            | 0                        | 0                                | 6                      |
|                                                               | 2024 | 6                        | 0              | 1            | 0            | 0                        | 0                                | 5                      |
|                                                               | 2025 | 5                        | 0              | 0            | 0            | 0                        | 0                                | 5                      |
| Arizona                                                       | 2023 | 71                       | 3              | 4            | 0            | 0                        | 0                                | 70                     |
|                                                               | 2024 | 70                       | 2              | 14           | 0            | 0                        | 0                                | 58                     |
|                                                               | 2025 | 58                       | 10             | 31           | 0            | 0                        | 0                                | 37                     |
| California                                                    | 2023 | 28                       | 1              | 3            | 0            | 0                        | 0                                | 26                     |
|                                                               | 2024 | 26                       | 0              | 2            | 0            | 0                        | 0                                | 24                     |
|                                                               | 2025 | 24                       | 0              | 1            | 0            | 0                        | 0                                | 23                     |
| Florida                                                       | 2023 | 15                       | 0              | 1            | 0            | 0                        | 0                                | 14                     |
|                                                               | 2024 | 14                       | 0              | 3            | 0            | 0                        | 0                                | 11                     |
|                                                               | 2025 | 11                       | 1              | 1            | 0            | 0                        | 0                                | 11                     |
| Georgia                                                       | 2023 | 3                        | 0              | 0            | 0            | 0                        | 0                                | 3                      |