

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.

The sales figures listed below are average and median data derived from historical operating results of the HouseMaster franchised businesses indicated for the time periods covered. We obtained these sales figures from information provided to Us by our franchisees for the period from January 1, 2024 to December 31, 2024 (the "2024 Reporting Period"). Franchisees are not required to use generally accepted accounting principles when reporting these figures.

All of the businesses for which sales results are reported below were operated by franchisees. All of the franchised businesses are comparable to the franchised businesses offered by this disclosure document and offered substantially the same services to the public.

As of December 31, 2024, there were 235 HouseMaster franchised businesses in operation in the United States. Tables A and B of this Item 19 include data from 206 franchised businesses (operated by a total of 106 franchisees), which were all in operation and reporting sales for the entire 2024 Reporting Period (the "2024 Reporting Businesses"). Tables A and B exclude data from (a) 19 franchised businesses (operated by a total of 19 franchisees) that opened during the 2024 Reporting Period and therefore were not in operation for the entire 2024 Reporting Period and (b) 10 franchised businesses (operated by a total of 9 franchisees), which were in operation during the 2024 Reporting Period but did not report the relevant data to us for the entire 2024 Reporting Period.

Twenty-six franchised businesses closed in 2024 and therefore their data is also excluded from this Item 19. Of the 26 businesses that closed during the year 2024, no business closed after being open for less than 12 months.

Because HouseMaster franchisees have historically reported data to us aggregated by franchisee (rather than by a franchised business) and a number of HouseMaster franchisees operate multiple HouseMaster franchised businesses, we have separated the data reported in this Item 19 by the number of franchised businesses that the franchisees own – i.e., separately showing average and median data for franchisees that own one franchised business/unit, franchisees that own two franchised businesses/units, franchisees that own three franchised businesses/units, franchisees that own four franchised businesses/units and franchisees that own five to eight franchised businesses.

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

Written substantiation for these financial performance representations will be made available to a prospective franchisee upon reasonable request.

"Gross Sales" means the total revenues and receipts from whatever source (whether in the form of cash, credit, agreement to pay, barter, trade or other consideration) that arise, directly or indirectly, from the operation of — or in connection with — a HouseMaster business whether under any of the Marks or

otherwise. Gross Sales exclude sales taxes collected from customers and paid to the appropriate taxing authority and any other bona fide refunds, rebates or discounts that we authorize in writing. Gross Sales also exclude sales from any Excluded Services (as defined in a mutually executed Excluded Services Addendum (see Schedule I to the Franchise Agreement)).

TABLE A - REPORT ON AVERAGE AND MEDIAN GROSS SALES FOR FRANCHISED BUSINESSES FOR THE PERIOD JANUARY 1, 2024 TO DECEMBER 31, 2024 (2024 REPORTING PERIOD)

# of Franchised Businesses/Units Owned by Each Franchisee	# of Reporting Franchisees¹	Average Gross Sales	#/ % of Franchisees that Achieved at least the Average⁴	Actual Highest Gross Sales²	Actual Lowest Gross Sales³	Median Gross Sales
Single-Unit Franchisees Group	68	\$137,675	20/29%	\$832,675	\$3,350	\$96,619
2-Unit Franchisees Group	17	\$326,006	5/29%	\$1,125,333	\$76,497	\$259,603
3-Unit Franchisees Group	13	\$548,589	5/38%	\$1,718,594	\$72,222	\$361,865
4 to 8 Unit Franchisees Group	8	\$520,862	3/38%	\$1,590,165	\$70,995	\$286,175

¹This table shows separately the average and median annual Gross Sales data for the 2024 Reporting Period for (i) 68 franchisees operating a single franchised business; (ii) 17 franchisees each operating two franchised businesses; (iii) 13 franchisees each operating three franchised businesses; and (iv) 8 franchisees each operating four to eight franchised businesses, operating a total of 65 franchised businesses (collectively, the “Reporting Franchisees”).

² This is the highest actual annual Gross Sales of the applicable group of Reporting Franchisees for the 2024 Reporting Period.

³ This is the lowest actual annual Gross Sales of the applicable group of Reporting Franchisees for the 2024 Reporting Period.

⁴ This is the number and percentage of the Reporting Franchisees in the applicable group that achieved or exceeded the Average Gross Sales for the group for the 2024 Reporting Period.

**TABLE B - REPORT ON AVERAGE AND MEDIAN INSPECTION FEE FOR THE PERIOD
JANUARY 1, 2024 TO DECEMBER 31, 2024 (2024 REPORTING PERIOD)**

# of Franchised/Businesses/Units Owned by each Franchise	# of Reporting Franchises ¹	Average Inspection Fee	#/ % of Franchisees that Achieved at least the Average Inspection Fee ⁴	Actual Highest Inspection Fee ²	Actual Lowest Inspection Fee ³	Median Gross Inspection Fee
Single-Unit Franchisees Group	68	\$525	25/38%	\$907	\$121	\$508
2-Unit Franchisees Group	17	\$638	6/35%	\$956	\$473	\$597
3-Unit Franchisees Group	13	\$579	4/31%	\$797	\$472	\$512
4 or Greater Unit Franchisees Group	8	\$732	3/38%	\$1,571	\$448	\$629

¹ This table shows separately the average and median inspection fee for the 2024 Reporting Period for (i) 68 franchisees operating a single franchised business; (ii) 17 franchisees each operating two franchised businesses; (iii) 13 franchisees each operating three franchised businesses; and (iv) 8 franchisees each operating four to eight franchised businesses, operating a total of 65 franchised businesses (collectively, the “Reporting Franchisees”).

² This is the highest actual Inspection Fee of the applicable group of Reporting Franchisees for the 2024 Reporting Period.

³ This is the lowest actual Inspection Fee of the applicable group of Reporting Franchisees for the 2024 Reporting Period.

⁴ This is the number and percentage of the Reporting Franchisees in the applicable group that achieved or exceeded the Average Inspection Fee for the group for the 2024 Reporting Period.

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 Nancy Shipley, 1010 North University Parks Drive, Waco, Texas 76707 (800), 526-3939, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20
OUTLETS AND FRANCHISEE INFORMATION

Table No. 1
Systemwide Outlet¹ Summary for Years 2022 to 2024

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	272	247	-25
	2023	247	242	-5
	2024	242	235	-7
Affiliate-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	272	247	-25
	2023	247	242	-5
	2024	242	235	-7

¹ Included in “outlets” are all Businesses that have opened an operating location. Neither sale of a new territory to an existing franchisee where a separate operating location will not be opened nor execution of a franchise agreement for a new location where the location is not yet open are included.

Table No. 2
Transfers² of Outlets From Franchisees to New Owners
(Other than the Franchisor)
For Years 2022 to 2024

State	Year	Number of Transfers
California	2022	2
	2023	3
	2024	0
Colorado	2022	0
	2023	1
	2024	1
Florida	2022	0
	2023	4
	2024	1
Illinois	2022	0
	2023	7
	2024	0