

ITEM 19
FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC 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.

**PLEASE READ THE IMPORTANT
INFORMATION THAT FOLLOWS THESE FIGURES.**

Sales Summary Report

Year Ending December 31, 2023

The table below includes average and median sales information for all franchised businesses that were in operation for one calendar year or more as of December 31, 2023. Many of these franchisees have more than one territory, and the figures set out above represent total revenues owned by each franchisee.

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

Top 1/3 performing franchisees (25) – sales from \$1,124,737 to \$6,031,108, with median sales of \$1,657,063.

Average Sales = \$1,890,023 with 9 (36%) franchisees attaining or surpassing the average.

Middle 1/3 performing franchisees (24) – sales from \$446,109 to \$1,106,657, with median sales of \$594,400

Average Sales = \$656,936 with 7 (29%) franchisees attaining or surpassing the average.

Lowest 1/3 franchisees (24) – sales from \$24,864 to \$442,530, with median sales of \$243,540

Average Sales = \$249,226 with 11 (46%) franchisees attaining or surpassing the average.

Franchisees	Sales Range 2023	Median Sales 2023	Average 2023
Top 1/3 performing franchisees (25 franchisees)	\$1,124,737 - \$6,031,108	\$1,657,063	\$1,890,023 (36%)
Middle 1/3 performing franchisees (24 franchisees)	\$446,109 - \$1,106,657	\$594,400	\$656,936 (29%)
Lowest 1/3 franchisees (24 franchisees)	\$24,864 - \$442,530	\$243,540	\$249,226 (46%)

Sales, expenses, and income will vary from franchised business to franchised business and market to market, and we do not represent that Gross Revenues for the franchisees shown herein for the periods indicated will accurately predict the

future results for those franchisees or for any potential franchisee. Factors that may affect Gross Revenue, and which you should consider carefully in evaluating this information and in making any decision to purchase a Franchise, include income and demographic characteristics of a particular market area; competition; expense variables in a particular market (e.g., rent, advertising expense, insurance costs, and labor costs); your business skills; your motivation and effort in operating the Franchise; your financial wherewithal and financial capabilities; your ability to borrow money that you may need to operate the Franchise and the terms of debt obligations; conditions generally prevailing in the local and national economy; the number of employees you hire; the size of the operating territory; and your general business acumen.

WRITTEN SUBSTANTIATION FOR THIS FINANCIAL PERFORMANCE REPRESENTATION IS AVAILABLE TO YOU UPON REASONABLE REQUEST.

NOTES

1. These charts include only franchisees that were part of our franchise system as of December 31, 2023. Franchisees who were terminated (mutually or unilaterally) or abandoned the system prior to December 31, 2023, are not included. If a franchise had multiple owners due to a transfer or sale and the franchise continued uninterrupted, the franchise is represented only once in the charts and its cumulative Gross Revenues are shown. *Gross Revenue is shown on an annual basis.* The chart contains no information regarding Company-owned businesses.
2. We obtained Gross Revenue information from our internal records based on franchisees reporting their Gross Revenues when they made royalty payments to us. All records we have are available for your review at our corporate headquarters. Gross Revenue information used to compile this chart has not been audited.
3. Other factors besides the number of operating territories of a franchisee may affect a franchisee's annual Gross Revenues and thus explain why some franchisees have a higher annual Gross Revenue than others. Those factors include: (i) the skill and experience of the franchisee; (ii) the effort the franchisee devotes to his or her franchised business; (iii) the franchisee's business acumen; (iv) whether the operating territory is in a rural versus an urban setting; (v) prices charged by the franchisee for products and services; (vi) the number of maid teams used by the franchisee; (vii) the amount of advertising and promotional expenditures undertaken by the franchisee; (viii) general economic conditions; and (ix) the growth or shrinkage of the population in the operating territory.

Except as set out above, 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, 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 our President, Raychel Leong Sullins, at 770-551-9630, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20
OUTLETS AND FRANCHISEE INFORMATION

TABLE 1

SYSTEM WIDE OUTLET SUMMARY

FOR FISCAL YEARS 2021 TO 2023

<u>Outlet Type</u>	<u>Year</u>	<u>Outlets at the Start of the Year</u>	<u>Outlets as the End of the Year</u>	<u>Net Change</u>
Franchised	2021	333	325	-8
	2022	325	317	-8
	2023	317	322	+5
Company Owned	2021	24	24	0
	2022	24	24	0
	2023	24	24	0
Total Outlets	2021	357	349	-8
	2022	349	341	-8
	2023	341	346	+5

In the list of franchises in these Tables, we count each part of a territory containing 30,000 qualified households as one franchise, so that a franchise territory containing 90,000 qualified households would count as three franchises. Our standard territory size is one with 30,000 qualified households. Starting in 2023, we have offered mid-size market franchises containing approximately 20,000 franchises, but we did not offer or sell any of those territories in 2022 or prior years.

TABLE NUMBER 2

TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS

(OTHER THAN THE FRANCHISOR)

FOR FISCAL YEARS 2021 TO 2023

State	Year	Number of Transfers
California	2021	0
	2022	8
	2023	0
Colorado	2021	0