

<b>Provision</b>	<b>Section in franchise or other agreement</b>	<b>Summary</b>
		other related written agreements are binding (subject to applicable state law). Any representations or promises made outside of the Disclosure Document and Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	Section 36	The parties must first submit the dispute to non-binding mediation (except for injunctive relief). Most disputes and claims related to the Franchise Agreement will be settled by arbitration under the rules of the American Arbitration Association (subject to state law).
v. Choice of forum	Section 47	Arbitration must be in the county nearest our home office at the time (subject to state law).
w. Choice of law	Section 47	Federal Arbitration Act and Massachusetts law applies (subject to state law).

## Item 18 PUBLIC FIGURES

We do not use any public figures to promote our franchises.

## 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 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 that 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.

Supporting Strategies Partners, LLC does not make any financial performance representation. 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 Leslie Jorgensen, Supporting Strategies Partners, LLC, 100 Cummings Center, Suite 207P, Beverly, Massachusetts 01915, (888) 631-8922, the Federal Trade Commission, and the appropriate state regulatory agencies.

## Item 20 OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1  
SYSTEMWIDE OUTLET SUMMARY  
FOR YEARS 2021 TO 2023**

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at the Start of the Year	Column 4 Outlets at the End of the Year	Column 5 Net Change
Franchised	2021	100	103	+3
	2022	103	98	-5
	2023	98	84	-14
Company-Owned	2021	0	0	0
	2022	0	0	0
	2023	0	10	+10
Total Outlets	2021	100	103	+3
	2022	103	97	-6
	2023	98	91	-7