

<b>Provision</b>	<b>Section in Agreement</b>	<b>Summary</b>
m. Conditions for our approval of transfer	None	Not Applicable; See Franchise Agreement
n. Our right of first refusal to acquire your business	None	Not Applicable; See Franchise Agreement
o. Our option to purchase your business	None	Not Applicable; See Franchise Agreement
p. Your death or disability	None	Not Applicable; See Franchise Agreement
q. Non-competition covenants during the term of the franchise	None	Not Applicable; See Franchise Agreement
r. Non-competition covenants after the franchise is terminated or expires	None	Not Applicable; See Franchise Agreement
s. Modification of the Franchise Agreement	None	Not Applicable; See Franchise Agreement
t. Integration/merger clause	None	Only the terms of the Franchise Agreement and other related written agreements are binding (subject to applicable law). Any representations or promises outside of the disclosure document and Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration	None	Subject to applicable law, not applicable; See Franchise Agreement
v. Choice of forum	None	Subject to applicable law, not applicable; See Franchise Agreement
w. Choice of law	None	Subject to applicable law, not applicable; See Franchise Agreement

## **ITEM 18 PUBLIC FIGURES**

We do not use any public figures to promote our franchise program.

## **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 that you are considering buying; or (2) a franchisor supplements the

information provided in 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-affiliated 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 Debbie Gardner in our Franchise Systems Department at 1221 South Mopac Expressway, Suite 400, Austin, Texas 78746 and (512) 327-3070, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20 OUTLETS AND FRANCHISEE INFORMATION

### MARKET CENTERS (see below for charts covering Business Centers)

**TABLE NO. 1  
SYSTEMWIDE MARKET CENTER SUMMARY  
FOR FISCAL YEARS 2021 TO 2023**

<b>Market Center Type</b>	<b>Year</b>	<b>Market Centers at the Start of the Year</b>	<b>Market Centers at the End of the Year</b>	<b>Net Change</b>
Franchised*	2021	814	794	-20
	2022	794	784	-10
	2023	784	766	-18
Company-Affiliated*	2021	6	17	+11
	2022	17	42	+25
	2023	42	44	+2
<b>Total Market Centers**/**</b>	<b>2021</b>	<b>820</b>	<b>811</b>	<b>-9</b>
	<b>2022</b>	<b>811</b>	<b>826</b>	<b>+15</b>
	<b>2023</b>	<b>826</b>	<b>810</b>	<b>-16</b>

\*For purposes of the mathematical calculations of the Item 20 charts, Market Centers were counted as either “Company-Affiliated Market Centers” or “Franchised Market Centers” according to Item 20 specifications as of December 31st of each year. As such, the Company-Affiliated Market Centers and Franchised Market Centers totals may not consistently reconcile on a year-to-year basis. We treat as “Company-Affiliated Market Centers” any Market Center for which we (through KWEN) or our Item 2 listees have a material ownership interest.

\*\*As noted in Item 1, KWEN brokerages that were opened in 2022 or 2023 are counted as company-affiliated Market Centers.

\*\*\*Total number of Market Centers in this Table No. 1 and the other Tables may differ from the numbers provided in our prior franchise disclosure documents. These numbers now reflect Market Centers approved for operation and opened by fiscal year end, as opposed to the date of the Market Center franchise agreement.