

PROVISION	SECTION IN FRANCHISE OR OTHER AGREEMENT	SUMMARY
u. Dispute resolution by arbitration or mediation	16	Except for certain claims, all disputes first must be submitted to our senior executives for internal dispute resolution and, if not resolved, for mediation. Mediation will be held at our office. Disputes that cannot be resolved through mediation or meeting are resolved through arbitration (subject to state law).
v. Choice of forum	16.7	All mediation, arbitration, and litigation occur in city and state where we have our headquarters when the action is filed (currently Illinois) (subject to state law).
w. Choice of law	23	Except for federal law, Illinois law applies (subject to state law).

ITEM 18 PUBLIC FIGURES

We do not use any public figure 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.

This financial performance representation discloses the actual historical revenue and occupancy rates over certain operating timeframes for 3 BRIGHTSTAR CARE HOMES Communities. The first Community is in Eagle (Ada County), Idaho 83616 (“Prickly Pear Community”). The second Community is in Boise (Ada County), Idaho 83709 (“Taft Community”). The third Community is in Boise (Ada County), Idaho 83706 (“Stephen Community”). The Prickly Pear Community is a 9-unit BRIGHTSTAR CARE HOMES Community; the Taft Community is a 10-unit BRIGHTSTAR CARE HOMES Community. The Stephen Community is a 10-unit BRIGHTSTAR CARE HOMES Community. All 3 Communities were in operation for at least 1 full calendar year as of December 31, 2023.

An additional Community located in Boise (Southwest Ada County), Idaho 83709 (“Summerset Community”), whose operating results are not included in this Item 19, is an 8-unit BRIGHTSTAR

CARE HOMES Community that opened on August 18, 2018. It was the first BRIGHTSTAR CARE HOMES Community that opened. It has operated continuously since that date and serves up to 8 residents. Unit mix at the time of opening consisted of all assisted-living beds in 8 units. Summerset Community is licensed as a Residential Assisted Living Facility, which is the highest level of licensure available for residential assisted-living services in the State of Idaho. All residents pay out-of-pocket or use private insurance (no government payor sources are accepted or used). Summerset Community is located in the southwest portion of the city, approximately 10 miles southwest of downtown Boise. After Summerset Community opened for business, and as the BRIGHTSTAR CARE HOMES Community pilot program has evolved, it has been determined that 10 to 12 bed Communities with a focus on the growing memory-care population is the preferred model for expansion. Therefore, the focus of our franchise offering for new BRIGHTSTAR CARE HOMES Communities is consistent with the Prickly Pear, Taft, and Stephen Communities described below. For that reason, Summerset Community's 2023 operating results are not included in this financial performance representation.

While a fifth BRIGHTSTAR CARE HOMES Community opened for business in Boise, Idaho in August 2023, its results are not included in this financial performance representation because it did not operate for a full calendar year as of December 31, 2023.

The Prickly Pear Community opened on May 22, 2019, and has operated continuously since that date. It is a 9-unit memory-care residence licensed to serve up to 9 residents. Unit mix at the time of opening consisted of 8 memory-care beds in 8 units. The Community was newly constructed in 2018. In January 2021, this home was relicensed as a 9-unit Community. Prickly Pear Community is licensed as a Residential Assisted Living Facility, which is the highest level of licensure available for assisted-living services in the State of Idaho. All residents pay out-of-pocket or use private insurance (no government payor sources are accepted or used). Prickly Pear Community is located in the northwest portion of Boise, approximately 14 miles northwest of downtown Boise.

The Taft Care Community opened on August 13, 2020, and has operated continuously since that date. It is a 10-unit memory-care residence licensed to serve up to 10 residents. Unit mix at the time of opening consisted of 10 memory-care beds in 10 units. The Community was newly constructed in 2020. Taft Community is licensed as a Residential Assisted Living Facility, which is the highest level of licensure available for assisted-living services in the State of Idaho. All residents pay out-of-pocket or use private insurance (no government payor sources are accepted or used). Taft Community is located in the north portion of Boise, approximately 4 miles north of downtown Boise.

The Stephen Community opened on August 12, 2021, and has operated continuously since that date. It is a 10-unit memory-care residence licensed to serve up to 10 residents. Unit mix at the time of opening consisted of 10 memory-care beds in 10 units. The Community was newly constructed in 2021. The Stephen Community is licensed as a Residential Assisted Living Facility, which is the highest level of licensure available for assisted-living services in the State of Idaho. All residents pay out-of-pocket or use private insurance (no government payor sources are accepted or used). Stephen Community is located in the southeast portion of Boise, approximately 3 miles southeast of downtown Boise.

The immediate neighborhoods surrounding the Prickly Pear, Taft, and Stephen Communities are oriented toward single-residential development and are typical of the type of neighborhood for BRIGHTSTAR CARE HOMES Community development.

We believe that the Prickly Pear, Taft, and Stephen BRIGHTSTAR CARE HOMES Communities are prototypical of the types of Communities we recommend that our franchisees develop and operate in terms of services, size, and configuration; however, size may vary. These BRIGHTSTAR CARE HOMES Communities offer the same services and products to the public as the Communities that franchisees will operate under Franchise Agreements with us.

Our management prepared this financial performance representation based on the unaudited information provided by our affiliate's franchisee during the periods it has owned and operated the 3 BRIGHTSTAR CARE HOMES Communities. The franchisee has owned and operated Prickly Pear Community since May 22, 2019, Taft Community since August 13, 2020, and Stephen Community since August 12, 2021.

Revenue Progression:

Prickly Pear Community:

	2019*	2020	2021	2022	2023**
Revenue (\$)	309,793	599,561	540,051	570,166	411,514

*2019 was a partial year, as the Prickly Pear Community opened May 22, 2019.

**2023 had occupancy only January through July due to water damage repairs.

Taft Community:

	2020*	2021	2022	2023
Revenue (\$)	173,950	837,609	796,350	744,293

*2020 was a partial year, as the Taft Care Community opened August 13, 2020.

Stephen Community:

	2021*	2022	2023
Revenue (\$)	126,079	706,768	653,938

*2021 was a partial year, as the Stephen Community opened August 12, 2021.

Occupancy Ramp-Up

The Prickly Pear, Taft, and Stephen Communities had the following occupancy ramp-up experiences, respectively:

Prickly Pear	Occupancy												
ID - Boise (Prickly Pear Care Home)	Full Year	2018	2019	2020	2021	2022	2023						
	Average	N/A	79%	94%	87%	88%	67%						
	Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2019						44%	67%	67%	78%	100%	100%	100%
	2020	100%	100%	100%	100%	100%	100%	100%	100%	78%	78%	78%	100%
	2021	78%	100%	100%	89%	89%	89%	100%	78%	89%	89%	78%	67%
	2022	78%	100%	78%	78%	89%	78%	78%	78%	100%	100%	100%	100%
	2023	78%	78%	78%	78%	56%	44%	56%					

*In 2023, Prickly Pear had occupancy only in January through July due to water damage repairs.

Taft	Occupancy												
ID - Boise (Taft Care Home)	Full Year	2018	2019	2020	2021	2022	2023						
	Average	N/A	N/A	56%	100%	100%	84%						
	Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2020								50%	30%	50%	70%	80%
	2021	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2022	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2023	80%	90%	80%	80%	80%	90%	90%	80%	80%	90%	90%	80%

Stephen	Occupancy												
ID - Boise (Stephen Care Home)	Full Year	2018	2019	2020	2021	2022	2023						
	Average	N/A	N/A	N/A	42%	92%	73%						
	Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2021	0%	0%	0%	0%	0%	0%	0%	30%	30%	30%	50%	70%
	2022	80%	70%	90%	90%	100%	100%	90%	90%	90%	100%	100%	100%
	2023	80%	90%	80%	60%	60%	60%	70%	80%	80%	80%	70%	70%

Explanatory Notes to Previous 3 Tables

“Occupancy %” represents the number of Residents in each month divided by the number of capacity rooms in each Community (9 rooms in Prickly Pear Community, 10 rooms in Taft Community, and 10 rooms in Stephen Community).

Some outlets have sold this amount. Your individual results may differ. There is no assurance that you will sell as much.

Written substantiation of all financial information presented in this financial performance representation will be made available to you upon reasonable request. This financial performance representation was prepared based on unaudited information.

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 Pete First, Chief Development Officer, BrightStar Senior Living Franchising, LLC, 2275 Half Day Road, Suite 210, Bannockburn, Illinois 60015, (877) 689-6898, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20 OUTLETS AND FRANCHISE INFORMATION

All year-end numbers appearing in the tables below are as of December 31 in each year. As noted in Item 1, as part of the pilot of the BRIGHTSTAR CARE HOMES Community concept, BrightStar Franchising has granted one existing BrightStar Care franchisee the right to open and operate BRIGHTSTAR CARE HOMES Communities under an amendment to its existing BrightStar Care Franchise Agreement. The open and operating franchised BRIGHTSTAR CARE HOMES Communities disclosed below for 2021, 2022, and 2023 are those Communities authorized by BSF Franchising.

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	3	4	+1
	2022	4	4	0
	2023	4	5	+1
Company- Owned	2021	0	0	0
	2022	0	0	0
	2023	0	0	0
Total Outlets	2021	3	4	+1
	2022	4	4	0
	2023	4	5	+1