

| Provision | Section in franchise or other agreement | Summary |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| t. Integration/merger clause | 26.01 of Franchise Agreement (and 7.B of Workstation Network Support Agreement and 7.B of Terminal Services Support Agreement) | Only terms of Franchise Agreement are binding (subject to state law). Any representations or promises outside of the disclosure document and Franchise Agreement may not be enforceable. |
| u. Dispute resolution by arbitration or mediation | 24.01 of Franchise Agreement (and 9(f) of CAPSX Software® License Agreement) | Arbitration at the offices of the American Arbitration Association in DuPage County, Illinois or at the offices closest to us, at our option (subject to state franchise law). |
| v. Choice of forum | 29.04 of Franchise Agreement (and 10A of Training Agreement) | Arbitration and litigation must be in DuPage County, Illinois or the county where our principal office is located, if outside the State of Illinois (subject to state franchise law). |
| w. Choice of law | 29.03 of Franchise Agreement (and 9(c) of CAPSX Software® License Agreement; 10A of Training Agreement; 7.F of Workstation Network Support Agreement; and 7.F of Terminal Server Support Agreement) | Illinois law applies, without regard to its conflicts laws (subject to state franchise 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.

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 Bradford Baiocchi, 200 S. Wacker Drive, Suite 1300, Chicago, Illinois 60606, (866) 476-8200, the Federal Trade Commission, and the appropriate state regulatory agencies.

Item 20
OUTLETS AND FRANCHISEE INFORMATION

All year-end numbers appearing in the tables below are as of December 31 in each year.

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 | 209 | 203 | -6 |
| | 2022 | 203 | 187 | -16 |
| | 2023 | 187 | 180 | -7 |
| Company- Owned | 2021 | 0 | 0 | 0 |
| | 2022 | 0 | 0 | 0 |
| | 2023 | 0 | 0 | 0 |
| Total Outlets | 2021 | 209 | 203 | -6 |
| | 2022 | 203 | 187 | -16 |
| | 2023 | 187 | 180 | -7 |

Table No. 2

Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)
For years 2021 to 2023

| Column 1 | Column 2 | Column 3 |
|------------|----------|---------------------|
| State | Year | Number of Transfers |
| All States | 2021 | 0 |
| | 2022 | 0 |
| | 2023 | 0 |
| Total | 2021 | 0 |
| | 2022 | 0 |
| | 2023 | 0 |