

## ITEM 19.

### FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to disclose information about the actual or potential financial performance of its franchise 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 you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about performance at a particular location or under particular circumstances.

The data below features three different aspects of the Frontier franchise: (i) claim assignment amounts, (ii) gross billings to customers, and (iii) number of Advertised Locations. These tables reflect financial and business data from July 1, ~~2021~~2022 to June 30, ~~2022~~2023 for Advertised Locations that have been operational for the full fiscal year. As of June 30, ~~2022~~2023, there were ~~548~~527 total advertised locations that were operational for the full fiscal year owned and operated by a total of ~~999~~996 Frontier franchisees. Results are rounded to the nearest whole number.

#### Annual Claim Assignment Count

Number of Claim Assignments per Franchisee	Amount	Number of Franchisees that met or surpassed Average
Top 25%	<del>948</del> <u>920</u>	<del>2927</del> of <del>9996</del> ( <del>2928</del> %)
Average	<del>389</del> <u>372</u>	
Median	<del>169</del> <u>226</u>	
Bottom 25%	<del>96</del> <u>93</u>	

Number of Claim Assignments per Outlet	Amount	Number of Outlets that met or surpassed Average
Top 25%	<del>166</del> <u>169</u>	<del>278151</del> of <del>548527</del> ( <del>5129</del> %)
Average	<del>70</del> <u>69</u>	
Median	<del>43</del>	
Bottom 25%	<del>16</del> <u>15</u>	

#### Annual Gross Billings

Gross Billings per Franchisee	Amount	Number of Franchisees that met or surpassed Average
Top 25%	<del>\$714,997</del> <u>778,495</u>	<del>2924</del> of <del>9996</del> ( <del>2925</del> %)
Average	<del>\$279,882</del> <u>300,265</u>	
Median	<del>\$152,667</del> <u>167,293</u>	
Bottom 25%	<del>\$56,150</del> <u>55,723</u>	

Gross Billings per Outlet	Amount	Number of Outlets that met or
---------------------------	--------	-------------------------------

		<b>surpassed Average</b>
Top 25%	<del>\$120,993</del> 134,908	474161 of 548527 (31%)
Average	<del>\$50,563</del> 55,516	
Median	<del>\$33,417</del> 36,189	
Bottom 25%	<del>\$11,168</del> 11,828	

\*Gross Billings means the total amount of billings by the franchised business with no adjustments for deductions.

#### Locations per Franchisee

Number of Locations per Franchisee	Amount	Number of Franchisees that met or surpassed Average
Top 25%	<del>124</del>	27 of 9996 (2728%)
Average	<del>63</del>	
Median	<del>53</del>	
Bottom 25%	3	

Written substantiation for this data is available upon reasonable request. This information has not been audited.

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

The amounts included ~~herein~~ in this Item 19 do not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the gross revenue or gross sales figure to obtain your net income or profit. You should conduct an independent investigation of the costs and expenses you will incur in operating your Frontier Adjusters business. Franchisees or former franchisees, listed in the Disclosure Document, may be one source of this information.

Other than the preceding financial performance representation, Frontier Adjusters does 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 our Legal and Compliance Department, which maintains offices located at ~~26 Century Blvd., Ste. NT350, Nashville, TN 37214~~ 6015 Resource Lane, Lakewood Ranch, FL 34211 and (800) 426-7228, the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20.**

**LIST OF OUTLETS AND FRANCHISEE INFORMATION**

**Table No. 1**  
**System wide Outlet Summary**  
**For years ~~2020-2022~~2021-2023 Ending June 30, ~~2022~~2023**

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at Start of the Year	Column 4 Outlets at End of the Year	Column 5 Net Change
<u>U.S. Franchised</u>	<del>2020</del>	<del>621</del>	<del>614</del>	<del>-7</del>
<u>U.S. Franchised</u>	2021	614	610	-4
<u>U.S. Franchised</u>	2022	610	587*	-23
<del>Outside U.S. Franchised</del>	<del>2020</del> <u>2023</u>	<del>1</del> <u>586</u> *	<del>1</del> <u>527</u>	<del>0</del> <u>-59</u>
<u>Outside U.S. Franchised</u>	2021	1	1	0
<u>Outside U.S. Franchised</u>	2022	1	0	-1
<del>Company-Owned</del>	<del>2020</del> <u>2023</u>	<del>20</del>	<del>0</del>	<del>-20</del>
<u>Company-Owned</u>	2021	0	0	0
<u>Company-Owned</u>	2022	0	0	0
<b>Total</b>	<del>2020</del> <u>2023</u>	<del>6240</del>	<del>6150</del>	<del>-90</del>
<b>Total</b>	<b>2021</b>	<b>615</b>	<b>611</b>	<b>-4</b>
<b>Total</b>	<b>2022</b>	<b>611</b>	<b>587*</b>	<b>-24</b>
<b>Total</b>	<b>2023</b>	<b>586*</b>	<b>527</b>	<b>-59</b>

The table above has been changed for years 2020, 2021, 2022 to correct a prior tracking error that caused our previous disclosures to be incorrect by a count of 2.

\*The franchisee of the Provo, UT and Richfield, UT advertised locations combined to one advertised location as Provo/Richfield

**Table No. 2**  
**Transfers of Outlets from Franchisees to New Owners (Other than the Franchisor)**  
**For years ~~2020-2022~~2021-2023 Ending June 30, ~~2022~~2023**

Column 1 State	Column 2 Year	Column 2 Number of Transfers
<u>Arkansas</u>	2020	0
<u>Arkansas</u>	2021	1
<u>Arkansas</u>	2022	0
<del>Arizona</del>	<del>2020</del> <u>2023</u>	<del>0</del> <u>6</u>
<u>Arizona</u>	2021	6
<u>Arizona</u>	2022	0
<del>California</del>	<del>2020</del> <u>2023</u>	<del>0</del>
<u>California</u>	2021	0
<u>California</u>	2022	3
<del>Colorado</del>	<del>2020</del> <u>2023</u>	<del>0</del>
<u>Colorado</u>	2021	6
<u>Colorado</u>	2022	0