

**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 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 our management by contacting Matthew Lefler at [matthew.lefler@serviceexperts.com](mailto:matthew.lefler@serviceexperts.com), the Federal Trade Commission, and the appropriate state regulatory agencies.

**Item 20****Outlets and Franchisee Information**

**Table 1:  
System-wide Outlet Summary for 2022 to 2024 (Note 1)**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Company-Owned	2022	78	81	+3
	2023	81	81	0
	2024	81	89	+8
Total Outlets	2022	78	81	+3
	2023	81	81	0
	2024	81	89	+8

Notes for tables 1-5 in this Item 20:

- (1) All data listed is as of the fiscal year end. Our fiscal year end falls on December 31st each year. We began offering franchises in April 2025.