

## **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-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 receive any financial performance information or projections of your future income, you should report it to our management by contacting Michael F. Duffy, 2820 NW Barry Road, Kansas City, Missouri 64154, (816) 420-6200, the Federal Trade Commission and the appropriate state regulatory agencies.

## **ITEM 20. OUTLETS AND FRANCHISEE INFORMATION**

**TABLE NO. 1  
SYSTEMWIDE OUTLET SUMMARY  
FOR FISCAL YEARS 2022 to 2024\***

<b>Outlet Type</b>	<b>Year</b>	<b>Outlets at the Start of the Year</b>	<b>Outlets at the End of the Year</b>	<b>Net Change</b>
Franchised	2022	402	394	-8
	2023	394	394	0
	2024	394	378	-16
Company-Owned*	2022	1	1	0
	2023	1	2	+1
	2024	2	2	0
Total Outlets	2022	<b>403</b>	<b>395</b>	<b>-8</b>
	2023	<b>395</b>	<b>396</b>	<b>+1</b>
	2024	<b>396</b>	<b>380</b>	<b>-16</b>

\*There were 32 additional franchisees who have signed Franchise Agreements as of December 31, 2024 but had not yet opened their Broker Offices.

**TABLE NO. 2  
TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS  
(OTHER THAN THE FRANCHISOR)  
FOR FISCAL YEAR 2022 TO 2024**

<b>State</b>	<b>Year</b>	<b>Number of Transfers</b>
Alabama	2022	1
	2023	1
	2024	0
Arizona	2022	0
	2023	0
	2024	1