

## **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-affiliated 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 Debbie Gardner in our Franchise Systems Department at 1221 South Mopac Expressway, Suite 400, Austin, Texas 78746 and (512) 327-3070, the Federal Trade Commission, and the appropriate state regulatory agencies.

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

### **MARKET CENTERS** (see below for charts covering Business Centers)

**TABLE NO. 1**  
**SYSTEMWIDE MARKET CENTER SUMMARY**  
**FOR FISCAL YEARS 2022 TO 2024**

<b>Market Center Type</b>	<b>Year</b>	<b>Market Centers at the Start of the Year</b>	<b>Market Centers at the End of the Year</b>	<b>Net Change</b>
Franchised*	2022	794	784	-10
	2023	784	766	-18
	2024	766	762	-42
Company-Affiliated*	2022	17	42	+25
	2023	42	44	+2
	2024	44	11	-33
Total Market Centers**/***	2022	811	826	+15
	2023	826	810	-16
	2024	810	773	-37

\*For purposes of the mathematical calculations of the Item 20 charts, Market Centers were counted as either "Company-Affiliated Market Centers" or "Franchised Market Centers" according to Item 20 specifications as of December 31st of each year. As such, the Company-Affiliated Market Centers and Franchised Market Centers totals may not consistently reconcile on a year-to-year basis. We treat as "Company-Affiliated Market Centers" any Market Center for our Item 2 listees have a material ownership interest.