

Provision	Section in Franchise Agreement (FA) and Development Addendum (DA)	Summary
	(Section 21.10 of the FA Applies)	

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.

The following charts include historical financial information based on the past performance of existing franchisees. Specifically, presented below are the Gross Billings figures of our franchised Caring Senior Service® Businesses for the 2024 calendar year. As of the end of the 2024 calendar year, there were 51 Territories that had been operated by System franchisees during the full 2024 calendar year under 51 separate franchise agreements. These 51 Territories were operated from 40 Caring Senior Service® franchisee office locations, each of which were also open and operating during the full 2024 calendar year. There are a reduced number of franchisee office locations as several franchisees operate more than one Territory from a single office location. Each of these 40 franchisee office locations are disclosed in the "All Franchisees" portion of the table below.

Franchisee Offices with Minimum Required Staff: 2024 Gross Billings	
Number of Franchises	24
Range of Gross Billings	\$2,661,635 to \$475,724
Average Annual Gross Billings	\$1,262,903
Median Gross Billings	\$1,177,988
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	11 or 45.8%
Average Gross Margin	51.38% (8 or 33.33% met or were greater than the average)
Median Gross Margin	50.41%
All Franchisee Offices: 2024 Gross Billings	
Number of Franchisee Offices	40
Range of Gross Billings	\$2,661,635 to \$88,963
Average Annual Gross Billings	\$953,065

Median Gross Billings	\$921,349
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	19 or 47.5%
Average Gross Margin	49.34% (22 or 55% met or were greater than the average)
Median Gross Margin	50.12%
Franchisee Offices with First Full 12 Months of Operations in 2024: 2024 Gross Billings	
Number of Franchises	2
Range of Gross Billings	\$1,194,273 to \$475,724
Average Annual Gross Billings	\$834,999
Median Gross Billings	\$834,999
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	1 or 50%
Average Gross Margin	46.98% (1 or 50% met or were greater than the average)
Median Gross Margin	46.98%
Franchisee Offices with Second Full 12 Months of Operations in 2024: 2024 Gross Billings	
Number of Franchises	2
Range of Gross Billings	\$1,336,735 to \$265,679
Average Annual Gross Billings	\$801,207
Median Gross Billings	\$801,207
Number and Percentage of Franchisees Offices That Met or Are Greater Than Average	1 or 50%
Average Gross Margin	57.73% (1 or 50% met or were greater than the average)
Median Gross Margin	57.73%

Notes:

1. Gross Billings – This represents the Gross Billings for each franchised business in the sample for the period January 1, 2024 to December 31, 2024. The franchisee Gross Billings are those amounts reported by the franchisees to us. We have not audited the reports, nor have franchisees confirmed that their reports are prepared in accordance with generally accepted accounting principles.

The term “Gross Billings” means all amounts clients are obligated to pay in connection with the sale of products and services related to the Franchised Business (including all amounts invoiced to clients), regardless of collection, less any sales taxes or taxes collected by franchisee from clients for transmittal to the appropriate taxing authority and authorized discounts, plus business interruption insurance proceeds.

2. Gross Margin – This term, as used in the above charts, is calculated as Gross Billings, less Caregiver Pay expenses, divided by Gross Billings. In this calculation, Gross Billings does not include billed amounts for products sold to clients. “Caregiver Pay” expenses exclude the employer's portion of payroll taxes and workers' compensation.

3. The “Minimum Required Staff” includes, specifically, one individual acting as a full-time Agency Director, one individual acting as a full-time Care Manager, and one individual acting as a full-

time Business's Homecare Consultant. Franchisees who were not staffed according to this current staffing requirement were excluded from this chart and its related calculations.

4. During the 2024 calendar year, 1 Franchised Business closed.

5. The data above does not reflect the costs of sales, costs of goods, operating expenses or other costs or expenses that must be deducted to obtain a net income or net profit figure. You should conduct an independent investigation of the costs and expenses you will or may incur in operating your franchised Caring Senior Service® business. Franchisees or former franchisees listed in this disclosure document may be one source of this information. Also, Franchises included in this Item 19 representation are located in territories ranging in size from smaller cities with roughly 20,000 resident seniors to metropolitan areas with resident senior populations near 100,000. The majority of Franchises disclosed in the above charts are offices that provide services under a single franchise agreement; however, several Franchises do provide services under two or more franchise agreements.

Hours Billed by Month

During the last five calendar years, eight franchisees opened and began operating a CARING SENIOR SERVICE Franchised Business. Each of these eight franchisees are still open and operating as of the issuance date of this disclosure document. The hours each of these eight franchisees billed during their first full 12 months in operation, as well as the hours they billed during their second 12 months in operation are included in the tables below. The numbers assigned to each franchisee are consistent for both tables.

Franchisee	Hours Billed by Month During the <u>First 12 Months in Operation</u> (By Franchises with Less than 5 Years in Operation)												Total
	Months 1 to 12												
1	94	299	555	1,098	1,753	1,968	1,807	2,793	3,531	3,283	2,675	2,308	22,164
2	77	410	426	639	698	690	1,298	1,017	810	1,437	2,717	3,173	13,392
3 ¹	0	268	1,016	894	828	1,428	1,673	1,057	1,439	1,414	522	786	11,325
4	662	804	1,004	842	472	619	583	927	1,373	1,400	1,007	800	10,493
5	50	41	572	150	416	778	1,343	1,360	986	1,041	2,097	1,368	10,202
6	39	33	0	0	164	321	879	728	566	882	592	655	4,859
7	3	54	112	133	157	402	570	469	409	403	969	1,054	4,735
8	5	86	72	96	128	205	112	124	137	160	147	398	1,670
AVG	116	249	470	482	577	801	1,033	1,059	1,156	1,253	1,341	1,318	9,855
MED	45	177	491	395	444	655	1,089	972	898	1,221	988	927	10,348

Franchisee	Hours Billed by Month During the <u>Second 12 Months in Operation</u> (By Franchises with Less than 5 Years in Operation)												Total
	Months 13 to 24												
1	2,644	2,847	3,223	2,531	2,646	2,792	3,198	3,447	3,142	3,129	3,375	3,743	36,717
2	1,924	2,406	3,323	3,167	3,515	3,843	4,786	4,713	4,140	—	—	—	31,817
3 ²	1,227	1,510	958	946	1,477	2,045	1,719	1,391	1,605	1,730	1,254	1,162	17,024
4	892	857	790	793	757	676	597	821	639	736	954	876	9,388
5	1,171	1,588	1,367	1,647	1,267	1,618	1,321	1,906	1,908	2,183	2,380	2,240	20,596
6	720	1,661	1,911	1,573	1,434	1,247	1,256	—	—	—	—	—	9,802
7	1,556	1,701	1,830	2,043	1,641	2,045	1,895	2,505	2,406	2,356	2,256	2,540	24,774
8	515	531	368	227	502	320	307	399	384	423	318	467	4,761

AVG	1,331	1,638	1,721	1,616	1,655	1,823	1,975	2,169	2,032	1,760	1,756	1,838	
MED	1,199	1,625	1,599	1,610	1,456	1,832	1,719	1,906	1,908	1,957	1,755	1,701	

Note 1. Franchisee Number 3 has two Territories, whereas the remaining Franchisees included in the above tables each have only one Territory.

Note 2. The hours billed were obtained from our proprietary business management software, Tendio.

Note 3. The following table lists the states in which each Franchisee's Territory is located and their related first full month in operation.

Franchisee Number	Territory State	First Full Month in Operation
1	Texas	August 2021
2	California	June 2023
3	Georgia	October 2021
4	Florida	December 2022
5	Texas	October 2021
6	Colorado	August 2023
7	Texas	October 2022
8	Texas	April 2021

Some franchises have sold these amounts. Your individual results may differ. There is no assurance that you will sell as much.

Written substantiation of the data used in preparation of this report will be made available to you upon reasonable request.

Except for the information presented above, 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 Ian Klaes, 201 East Park Avenue, #201, San Antonio, Texas 78212, (210) 226-6393 x1002 or (866) 528-7905, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20 OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1
Systemwide Outlet Summary
For Years 2022 to 2024**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	49	51	+2
	2023	51	52	+1
	2024	52	57	+5
Company-Owned	2022	5	5	0
	2023	5	5	0