

Provision	Section in Franchise Agreement	Summary
(q) Non-competition covenants during the term of the franchise	8.4(o); 12.1(a)	No involvement in competing business anywhere
(r) Non-competition covenants after the franchise is terminated or expires	12.1(b)	No involvement in competing business for 2 years within, or within 50 miles of, your territory
(s) Modification of the agreement	17.2	No modifications unless in writing, except the Operations Manual may be changed
(t) Integration/merger clause	17.1	Only the terms of the franchise agreement are binding
(u) Disputes resolution by arbitration or mediation	Not applicable	Not applicable
(v) Choice of forum	14.2	Litigation must be in Maryland
(w) Choice of law	14.1	Maryland law applies, except for actions seeking injunctive relief which are governed by the laws of the state in which the violation occurred or the state in which your primary place of business is located.
(x) Waiver of trial by jury	14.3	SSL and Franchisee waive trial by jury in any action, proceeding or counterclaim
(y) Transfer to your corporation or other entity for convenience of ownership	11.1	No charge

## 18. PUBLIC FIGURES

SSL does not use any public figure to promote its franchise.

## 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.

## Overview

This financial performance representation (“FPR”) includes “Gross Revenues” and “Post Cost of Goods Sold and Sandler Operating Expenses Percentage” (both defined in the Notes below) for the full calendar year ended December 31, 2024 (“Measurement Period”) from franchisees in the United States that (i) self-reported revenue, and (ii) operated during the full calendar year (collectively the Franchised Businesses included in this FPR are referred to as the “Subset”). In 2024, (i) the total number of Franchised Businesses at the end of the year was 138, and 31 Franchised Businesses were excluded from the Subset because they did not report their revenue or they were not in operation for the full calendar year, and (ii) 8 franchise owners owned more than one Franchised Business.

## Financial Performance Representations

### Fiscal Year Ending December 31, 2024

**TABLE A - 2024 GROSS REVENUES BY FRANCHISED BUSINESS**

Years in Operation	Number of Franchised Businesses	Average Gross Revenues	Number/Percent of Franchised Businesses that Attained or Exceeded Average		Highest Performer Gross Revenues	Second Highest Performer Gross Revenues	Lowest Performer Gross Revenues	Second Lowest Performer Gross Revenues
1 - 2	10	292,987	2	20%	1,413,563	699,531	11,530	12,100
3 - 5	16	445,197	6	38%	1,340,968	1,219,169	58,100	63,384
6 - 11	39	545,706	13	33%	3,192,150	1,449,884	7,000	30,400
12+	42	1,133,679	15	36%	5,834,727	3,652,247	57,900	78,876
	107	737,851	34	32%	5,834,727	3,652,247	7,000	11,530

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**TABLE B - 2024 GROSS REVENUES BY FRANCHISED BUSINESS**

Quartile	Number of Franchised Businesses	Average Gross Revenues	Number/Percent of Franchised Businesses that Attained or Exceeded Average		Highest Performer Gross Revenues	Second Highest Performer Gross Revenues	Lowest Performer Gross Revenues	Second Lowest Performer Gross Revenues
75-100%	27	1,908,464	9	33%	5,834,727	3,652,247	916,107	945,555
50-75%	27	626,383	14	52%	890,643	867,096	435,834	445,846
25-50%	27	301,161	14	52%	410,968	404,310	169,578	193,800
0-25%	26	91,455	14	54%	168,010	164,687	7,000	11,530
	107	737,851	34	32%	5,834,727	3,652,247	7,000	11,530

**TABLE C - 2024 MEDIAN POST COST OF GOODS SOLD AND SANDLER OPERATING EXPENSES PERCENTAGE BY FRANCHISED BUSINESS**

Years in Operation	Number of Franchised Businesses	Median Post Cost of Goods Sold and Sandler Operating Expenses Percentage
1 – 2	10	71%
3 – 5	16	78%
6 – 11	39	82%
12+	42	84%
	107	82%

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TABLE D - 2024 GROSS REVENUES BY OWNER OF MULTIPLE FRANCHISED BUSINESSES			
Owner	Number of Franchised Businesses Owned	Years Owner has Been in Business	Total Gross Revenues for All Franchised Businesses Owned
A	2	6 - 11	1,056,404
B	2	6 - 11	951,443
C	3	12+	1,344,860
D	2	12+	1,615,640
E	2	12+	2,392,922
F	2	12+	3,988,424
G	2	12+	7,248,290
H	2	12+	2,420,117

Notes:

1. Tables A and C show Gross Revenues and Post Cost of Goods Sold and Sandler Operating Expenses Percentages of Franchised Businesses based on the number of years that the Franchised Business has been operating. In cases where a franchisee purchased an existing and operating Franchised Business from a now former franchisee, the number of years that the Franchised Business has been operating includes the aggregate of the time that the original franchisee operated the business and the time that the current franchisee has operated the business.
2. “Gross Revenues” shall mean all proceeds resulting from the operation of the Franchised Business. Gross Revenues shall include any money and the fair market value of any goods, property or services received by the franchisee in exchange for products and services provided by the franchisee. Gross Revenues will exclude (a) sales or similar taxes that, by law, are chargeable to clients (if such taxes are separately stated and charged to the client, paid by the client, and paid to the appropriate taxing authority by the franchisee); (b) any documented refund given to clients by the franchisee in good faith; (c) amounts paid to the franchisee by SSL for referring clients or conducting training; and (d) amounts received from other franchisees for referring clients or conducting training (to be supported with copies of check/remittance advice).
3. “Post Cost of Goods Sold and Sandler Operating Expenses Percentage” means profit as a percentage of Gross Revenues, and is calculated as follows: Gross Revenues less fees paid to SSL and purchases made from SSL, divided by Gross Revenues. Post Cost of Goods Sold and Sandler Operating Expenses Percentage and the financial performance figures in Table C do not reflect any other costs or expenses.
4. The financial performance figures in Tables A, B and D do not reflect any cost of sales, operating expenses, or other costs or expenses that must be deducted from Gross Revenues. You should conduct an independent investigation of the costs and expenses you will incur in operating

your Franchised Business during periods of, or in geographic areas suffering from, seasonality, economic downturns, inflation, unemployment, or other negative economic influences.

5. You must develop your own business plan for your Franchised Business, including capital budgets, financial statements, projections, and other elements appropriate to your particular circumstances. As part of your planning, you need to take into account the expenses you will incur, including labor and other operational expenses. Additional expenses that you may incur include royalty and marketing fees, interest on debt service, insurance, and legal and accounting fees. We encourage you to consult with your own accounting, business and legal advisors to assist you in identifying the expenses you likely will incur in connection with your Franchised Business, to prepare your budgets, and to assess the likely or potential financial performance of your Franchised Business.

6. The information reported in this Item 19 is from self-reporting franchisees in the Subset. We have not audited or independently verified this information.

Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request.

**Some Franchised Businesses have sold this amount. Your individual results may differ. There is no assurance that you'll sell as much.**

Other than the preceding financial performance representation, SSL 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 the franchisor's management by contacting Franchise Sales Department at 300 Red Brook Boulevard, Suite 10, Owings Mills, Maryland 21117, 800-669-3537, the Federal Trade Commission, and the appropriate state regulatory agencies.

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## 20. OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1**

**Systemwide Outlet Summary  
For years 2022 to 2024**

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at the Start of the Year	Column 4 Outlets at the End of the Year	Column 5 Net Change
Franchised	2022	145	140	-5
	2023	140	137	-3
	2024	137	138	+1
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	145	140	-5
	2023	140	137	-3
	2024	137	138	+1

**Table No. 2**

**Transfers of Outlets from Franchisees to New Owners (Other than the Franchisor)  
For years 2022 to 2024**

Column 1 State	Column 2 Year	Column 3 Number of Transfers
Alabama	2022	0
	2023	0
	2024	0
Arizona	2022	0
	2023	0
	2024	0
California	2022	0
	2023	0
	2024	0
Colorado	2022	0
	2023	0
	2024	0
Connecticut	2022	0
	2023	0
	2024	0

Column 1 State	Column 2 Year	Column 3 Number of Transfers
Florida	2022	1
	2023	0
	2024	0
Georgia	2022	0
	2023	1
	2024	0
Hawaii	2022	0
	2023	0
	2024	0
Idaho	2022	0
	2023	0
	2024	0
Illinois	2022	0
	2023	0
	2024	0
Indiana	2022	0
	2023	0
	2024	0
Iowa	2022	0
	2023	0
	2024	0
Kansas	2022	0
	2023	0
	2024	0
Kentucky	2022	0
	2023	0
	2024	0
Louisiana	2022	0
	2023	0
	2024	0
Maine	2022	0
	2023	0
	2024	0
Maryland	2022	0
	2023	0
	2024	0
Massachusetts	2022	0
	2023	0
	2024	0
Michigan	2022	0
	2023	0
	2024	0
Minnesota	2022	0
	2023	0
	2024	0
Missouri	2022	2
	2023	0
	2024	0
Nebraska	2022	0
	2023	0
	2024	0

Column 1 State	Column 2 Year	Column 3 Number of Transfers
Nevada	2022	0
	2023	0
	2024	0
New Hampshire	2022	0
	2023	0
	2024	0
New Jersey	2022	0
	2023	0
	2024	1*
New Mexico	2022	0
	2023	0
	2024	0
New York	2022	0
	2023	0
	2024	0
North Carolina	2022	2
	2023	1
	2024	0
Ohio	2022	0
	2023	0
	2024	0
Oklahoma	2022	0
	2023	0
	2024	0
Oregon	2022	0
	2023	0
	2024	0
Pennsylvania	2022	0
	2023	0
	2024	0
Rhode Island	2022	0
	2023	0
	2024	0
South Carolina	2022	0
	2023	0
	2024	0
Tennessee	2022	0
	2023	0
	2024	0
Texas	2022	1
	2023	0
	2024	0
Utah	2022	0
	2023	0
	2024	0
Virginia	2022	0
	2023	0
	2024	0
Washington	2022	0
	2023	0
	2024	0

Column 1 State	Column 2 Year	Column 3 Number of Transfers
West Virginia	2022	0
	2023	0
	2024	0
Wisconsin	2022	0
	2023	0
	2024	0
Totals	2022	6
	2023	2
	2024	1

\* In 2024, one franchisee transferred its Arizona franchise to a buyer in New Jersey.

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**Table No. 3**  
**Status of Franchised Outlets**  
**For years 2022 to 2024**

Col. 1 State	Col. 2 Year	Col. 3 Outlets at Start of Year	Col. 4 Outlets Opened	Col. 5 Termina- tions	Col. 6 Non- Renewals	Col. 7 Reacquired by Franchisor	Col. 8 Ceased Operations – Other Reasons	Col. 9 Outlets at End of Year
Alabama	2022	1	0	0	0	0	0	1
	2023	1	0	0	0	0	0	1
	2024	1	0	0	0	0	0	1
Arizona	2022	3	0	0	0	0	1	4*
	2023	4	0	0	0	0	1	3
	2024	3	1	0	0	0	1	3****
Arkansas	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
	2024	0	0	0	0	0	0	0
California	2022	14	0	0	0	0	0	14
	2023	14	1	0	0	0	0	15
	2024	15	1	0	0	0	1	15
Colorado	2022	4	0	0	0	0	1	3
	2023	3	1	0	0	0	0	4
	2024	4	0	0	0	0	0	4
Connecticut	2022	2	0	0	0	0	0	2
	2023	2	0	0	0	0	0	2
	2024	2	0	0	0	0	0	2
Delaware	2022	1	0	0	0	0	0	1
	2023	1	0	0	0	0	0	1
	2024	1	0	0	0	0	0	1
Florida	2022	8	0	0	0	0	0	8
	2023	8	1	0	0	0	1	8
	2024	8	0	0	0	0	1	7
Georgia	2022	5	0	0	1	0	0	4
	2023	4	3	0	0	0	1	6
	2024	6	0	0	0	0	0	6
Hawaii	2022	1	0	0	0	0	0	0**
	2023	0	0	0	0	0	0	0
	2024	0	0	0	0	0	0	0