

			Arbitration. If mediation fails, the dispute shall be resolved through binding arbitration administered by a single arbitrator of the American Arbitration Association, unless both parties agree otherwise. Hearings shall be held in California or via online system. The arbitrator may not award punitive damages or declare any Franchisor Mark generic or invalid. Judgment on the award may be entered in any court of competent jurisdiction.
v.	Choice of forum		The parties hereby irrevocably consent and submit to the exclusive jurisdiction of the state and federal courts located within the State of California for any action or proceeding arising out of or relating to this Agreement. The parties expressly waive any objection based upon forum non conveniens or improper venue and further consent to service of process in accordance with the rules of such courts.
w.	Choice of law	12.1	This Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws principles.

## ITEM 18: PUBLIC FIGURES

We do not use any public figure to promote our franchise. Although the Franchise Agreement does not prohibit you from using a public figure in promotion or advertising, we must approve any public figure, media, time and text that you propose to use.

## 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 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 the franchisor’s management by contacting Kai-Lung Cheng at 1201 Orange Street #600, Wilmington, DE 19899, 800-246-2677, the Federal Trade Commission, and the appropriate state regulatory agencies.”

## ITEM 20: OUTLETS AND FRANCHISEE INFORMATION

**Table 1**  
**Systemwide Outlet Summary for Year 2022 to 2024**

Outlet Type	Year	Outlets at the Start of the year	Outlets at the End of the Year	Net Change
Franchised	2022	124	146	+22
	2023	146	159	+13
	2024	159	153	-6
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlet	2022	124	146	+22
	2023	146	159	+13
	2024	159	153	-6

**Table 2**  
**Transfer of Outlets from Franchisees to New Owners**  
**(Other than the Franchisor) for Year 2022 to 2024**

State	Year	Number of Transfer
CA	2022	0
	2023	1
	2024	3
MI	2022	1
	2023	0
	2024	0
TX	2022	1
	2023	0
	2024	2
WA	2022	2
	2023	1
	2024	3