

Provision	Section in franchise or other agreement	Summary
		representations made in this Disclosure Document.
u. Dispute resolution by arbitration or mediation	§ 17.1	All disputes are resolved by arbitration (except for injunctive relief) (subject to applicable state law).
v. Choice of forum	§§ 17.1; 17.5	Arbitration will take place where our headquarters is located (currently, Plano, Texas) (subject to applicable state law). Any legal proceedings not subject to arbitration will take place in the District Court of the United States, in the district where our headquarters is then located, or if this court lacks jurisdiction, the state courts of the state and county where our headquarters is then located (subject to applicable state law).
w. Choice of law	§ 18.8	Texas (subject to applicable state law)

**For additional disclosures required by certain states, refer to Exhibit H - State Addenda to Disclosure Document.**

## Item 18 PUBLIC FIGURES

We do not currently 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.

Tables 1 and 2 show the historical reported information for the 49 franchisees (each an “**Operational Franchise Outlet**”) who operated a total number of 83 territories in the United States that were open and operating for the entire year January 1, 2024, to December 31, 2024 (the “**2024 Reporting Period**”).

The Operational Franchise Outlets are listed in Table 1. Note that the Franchise Outlets for Columbia, SC, and Augusta, GA, are owned by the same individual and keep combined books, and those territories are combined for purposes of this Item 19. In addition, two of the franchisees who had franchises open at the beginning of the 2024 Reporting Period added a total of five additional territories; because both of those franchisees kept combined books for each of their respective territories, each of those territories are considered to have been open throughout the 2024 Reporting Period.

This Item 19 does not include information for 19 franchisees with a total of 49 franchised territories opened during the 2024 Reporting Period and 9 franchisees with a total of 12 territories which permanently closed during 2024 Reporting Period, as none of those franchisees were open during the full 2024 Reporting Period. One franchisee who opened in the 2024 Reporting Period also closed during the 2024 Reporting Period.

For all Item 19 Tables, “Total Sales” means the total dollar amount of all sales generated through the Business for a given period, including, but not limited to, payment for any services or products sold by Franchisee, whether for cash or credit. Total Sales does not include (i) bona fide refunds to customers, (ii) sales taxes collected by Franchisee, (iii) sales of used equipment not in the ordinary course of business, or (iv) sales of prepaid cards or similar products.

**Table 1—Operational Franchise Outlets**

Franchise Outlet	Year Opened	# of Territories Awarded	# of Vans	2024 Total Sales
<b>Operational Franchise Outlets During 2024 Reporting Period</b>				
Birmingham, AL	2020	1	4	\$2,741,699.97
NW San Antonio, TX	2019	1	3	\$1,656,621.99
Nashville, TN	2022	6	3	\$1,624,264.67
Bucks Co, PA	2022	4	3	\$1,173,928.16
The Coastal Carolinas, SC	2017	1	2	\$1,100,100.06
Celina, TX	2016	2	2	\$1,066,370.42
South Charlotte, NC	2022	3	3	\$983,499.43
North Dallas, TX	2017	1	3	\$940,596.29
Flower Mound, TX	2017	4	2	\$825,692.40
Augusta, GA	2017	1	2	\$812,605.88
Peoria, AZ	2022	3	2	\$810,617.86
Rockville, MD	2023	3	2	\$804,431.50
Fresno, CA	2019	1	2	\$775,125.34
Rochester Hills, MI	2020	1	2	\$691,604.07
Chandler/Gilbert, AZ	2022	3	2	\$655,259.51
Tampa, FL	2018	4	2	\$600,210.64
Boise, ID	2022	3	1	\$640,458.95
Shelby Township, MI	2023	1	1	\$597,349.60

Franchise Outlet	Year Opened	# of Territories Awarded	# of Vans	2024 Total Sales
<b>Operational Franchise Outlets During 2024 Reporting Period</b>				
Tucson, AZ	2020	1	1	\$521,977.38
East Dallas, TX	2017	1	1	\$499,358.02
Wichita, KS	2021	1	1	\$494,416.19
Northern Virginia, VA	2016	3	1	\$491,805.92
Farmington Hills, MI	2020	1	1	\$428,986.67
New London, CT	2023	1	1	\$411,998.05
Harrisburg, PA	2023	2	1	\$400,282.28
Sea Coast, NH	2021	1	1	\$398,689.88
Overland Park, KS	2022	1	1	\$384,222.97
Wellington, FL	2022	2	1	\$377,819.07
Lake St Louis, MO	2023	2	1	\$360,293.14
St George, UT	2023	1	1	\$355,544.77
Fort Worth, TX	2016	1	1	\$351,523.55
Fort Myers, FL	2023	1	1	\$345,693.54
Clarksville, TN	2017	1	1	\$336,016.21
Lakeland, TN	2022	1	1	\$333,692.40
Springfield, MO	2015	1	1	\$308,554.22
Lafayette, LA	2022	1	1	\$287,448.82
N Milwaukee, WI	2019	1	1	\$276,022.58
Contra Costa/Alameda Co, CA	2016	1	1	\$268,079.83
North Shore, IL	2023	2	1	\$265,449.67
Ventura Co, CA	2020	1	1	\$237,665.68
St. Paul, MN	2020	1	1	\$219,615.15
Zionsville, IN	2022	2	1	\$205,431.07
San Jose, CA	2019	1	1	\$198,612.92
St Augustine, FL	2023	1	1	\$194,559.18
S Palm Beach, FL	2018	1	1	\$186,973.64
Plymouth, MI	2023	2	1	\$178,996.75
Colorado Springs, CO	2017	1	1	\$162,820.30
Hollywood, FL	2023	2	1	\$148,819.56
Bellevue, WA	2017	1	1	\$142,105.38
Average				\$577,018.60
#/% Exceeding Average				18/36.7%
Median				\$400,282.28

For purposes of this Table 1, the “# of Vans” represents the number of vans operated by each franchisee’s business for the majority of the 2024 Reporting Period (majority means that number of vans were operated in the business for more than 6 months of 2024).

**Table 2-Total Sales for 2024 Reporting Period**

Table 2 shows the historical reported information for the average, median, low and high annual Total Sales for the 49 Operational Franchise Outlets who were open and operating for the entire 2024 Reporting Period.

The top row contains information for those 16 Operational Franchise Outlets with the highest Total Sales for the 2024 Reporting Period. The next row contains information for those 17 Operational Franchise Outlets with the next highest Total Sales during the 2024 Reporting Period. The bottom row contains information for those 16 Operational Franchise Outlets with the lowest Total Sales during the 2024 Reporting Period.

<b>Total Sales</b>	<b>Highest</b>	<b>Lowest</b>	<b>Average</b>	<b>#/% Exceeding Average</b>	<b>Median</b>
Top Third – 16 Operational Franchise Outlets	\$2,741,699.97	\$640,458.95	\$1,081,429.78	5 / 31.3%	\$883,144.35
Middle Third - 17 Operational Franchise Outlets	\$600,210.64	\$336,016.21	\$432,716.93	6 / 35.3%	\$400,282.28
Bottom Third – 16 Operational Franchise Outlets	\$333,692.40	\$142,105.38	\$225,927.95	7 / 43.8%	\$212,523.11

**Table 3- Gross Profit Margin 2024 Reporting Period**

The following table shows the historical reported information for the average, median, low and high annual Gross Profit Margin for the 43 Reporting Outlets who were open and operating for the entire 2024 Reporting Period for which we collected P&L information for the entire 2024 Reporting Period. We did not collect P&L information for the entire 2024 Reporting Period for 6 Reporting Outlets

The top row contains information for those 14 Operational Franchise Outlets with the highest Total Sales for the 2024 Reporting Period. The next row contains information for those 15 Operational Franchise Outlets with the next highest Total Sales during the 2024 Reporting Period. The bottom row contains information for those 14 Operational Franchise Outlets with the lowest Total Sales during the 2024 Reporting Period.

<b>Gross Profit Margin</b>	<b>Highest</b>	<b>Lowest</b>	<b>Average</b>	<b>#/% Exceeding Average</b>	<b>Median</b>
Top Third - 14 Franchisees (Operating 35 territories)	51.9%	35.6%	45.8%	7/50%	45.5%
Middle Third - 15 Franchisees (Operating 22 territories)	69.2%	34.9%	48.9%	7/46.7%	48.8%
Bottom Third - 14 Franchisees (Operating 15 territories)	60.6%	41.5%	50.8%	7/50%	50.5%

“Gross Profit Margin” is calculated by subtracting cost of goods sold (COGS) from Total Sales and then that number is divided by Total Sales and multiplied by 100% to calculate the gross profit margin ratio.

#### **Tables 4-10**

**Tables 4-10 include the following: (i) Summary Income Statement for All Reporting Outlets (Table 4), (ii) Summary Income Statement for 12 Reporting Outlets that Opened in 2023 and were open for the full 2024 Reporting Period (Table 5), (iii) Summary Income Statement for Reporting Outlets with One Van (Table 6), (iv) Summary Income Statement for Reporting Outlets with More Than One Van (Table 7), (v) Summary Income Statement for Top Third of Reporting Outlets (Table 8), (vi) Summary Income Statement for Middle Third of Reporting Outlets (Table 9), and (vii) Summary Income Statement for Bottom Third of Reporting Outlets (Table 10).**

**The Notes for Tables 4-10 are located at the end of Table 10.**

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**Table 4—2024 Summary Income Statement (Averages and Medians) for All Reporting Outlets**

The following is a summary income statement for the 43 Operational Franchise Outlets who provided us with their summary income statements for the 2024 Reporting Period (the “Reporting Outlets”). These outlets are all of the Operational Franchise Outlets except for Augusta, GA, Boise, ID, Farmington Hills, MI; N. Milwaukee, WI, Flower San Jose, CA and St. Paul, MN. The high Total Sales for this Table 4 is \$2,210,117.13. The low Total Sales for this Table 4 is \$148,819.56.

	Average	% of Average Total Sales	#/% Exceeding Average	Median	# of Units Reporting
<b>Total Sales</b>	<b>\$601,084.92</b>	<b>100%</b>	<b>16 / 37.2%</b>	<b>\$ 411,761.63</b>	<b>43</b>
<b>Cost of Goods Sold</b>					
Contract Labor	\$17,723.49	2.95%	7 / 16.3%	\$7,986.62	26
Materials	\$311,713.28	51.86%	15 / 34.9%	\$218,278.48	42
Equipment Rental and Tools	\$6,852.05	1.14%	10 / 23.3%	\$4,974.63	32
<b>Total Cost of Goods Sold</b>	<b>\$320,527.90</b>	<b>55.95%</b>	<b>16 37.2%</b>	<b>\$220,310.84</b>	<b>43</b>
<b>Gross Profit</b>	<b>\$280,562.52</b>	<b>46.68%</b>	<b>17 / 39.5%</b>	<b>\$216,416.68</b>	<b>43</b>
<b>Certain Marketing &amp; Operation Expenses</b>					
Local Marketing	\$39,817.27	6.62%	13 / 30.2%	\$33,606.20	38
Royalties	\$31,154.90	5.18%	16 / 37.2%	\$26,505.45	37
National Marketing Fund	\$10,891.84	1.81%	12 / 27.9%	\$7,973.80	31
Payroll	\$72,971.85	12.14%	5 / 11.6%	\$58,984.39	14
Professional Services	\$9,746.01	1.62%	11 / 25.6%	\$7,554.22	37
Office Supplies, Uniform	\$2,333.90	0.39%	14 / 32.6%	\$2,015.28	37
Vehicle Expense	\$14,702.77	2.45%	11 / 25.6%	\$9,968.94	40
Bank Charges and Merchant Fees	\$19,607.32	3.26%	17 / 39.5%	\$16,126.85	38
Insurance	\$8,001.97	1.33%	15 / 34.9%	\$5,851.46	39
Licenses & Permits	\$1,171.52	0.19%	7 / 16.3%	\$339.17	26
Rent & Utilities	\$6,430.12	1.07%	11 / 25.6%	\$3,399.00	37
IT & Telephone	\$11,014.81	1.83%	14 / 32.6%	\$9,877.83	36
<b>Total for Certain Marketing &amp; Operation Expenses</b>	<b>\$157,498.24</b>	<b>26.20%</b>	<b>14 / 32.6%</b>	<b>\$116,209.84</b>	<b>43</b>
<b>Adjusted Earnings</b>	<b>\$123,064.29</b>	<b>20.47%</b>	<b>16 / 37.2%</b>	<b>\$109,902.07</b>	<b>43</b>

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**Table 5—2024 Summary Income Statement (Averages and Medians) for 12 Reporting Outlets that Opened in 2023 and were open for the full 2024 Reporting Period**

The following is a summary income statement for the 12 Reporting Outlets that Opened in 2023 and were open for the full 2024 Reporting Period. The high Total Sales for this Table 5 is \$804,431.50. The low Total Sales for this Table 5 is \$148,819.56.

	Average	% of Average Total Sales	#/% Exceeding Average	Median	# of Units Reporting
<b>Total Sales</b>	<b>\$381,032.32</b>	<b>100%</b>	<b>5 / 42.7%</b>	<b>\$362,318.07</b>	<b>12</b>
<b>Cost of Goods Sold</b>					
Contract Labor	\$15,249.24	3.00%	3 / 25%	\$7,903.24	9
Materials	\$182,575.35	47.92%	6 / 50%	\$182,401.58	12
Equipment Rental and Tools	\$4,027.66	1.06%	5 / 42.7%	\$4,299.82	7
<b>Total Cost of Goods Sold</b>	<b>\$198,763.70</b>	<b>52.16%</b>	<b>4 / 33.3%</b>	<b>\$192,317.01</b>	<b>12</b>
<b>Gross Profit</b>	<b>\$182,288.33</b>	<b>47.84%</b>	<b>5 / 42.7%</b>	<b>\$169,317.31</b>	<b>12</b>
<b>Certain Marketing &amp; Operation Expenses</b>					
Local Marketing	\$35,471.23	9.31%	5 / 42.7%	\$33,606.20	10
Royalties	\$19,744.45	5.18%	5 / 42.7%	\$19,491.61	10
National Marketing Fund	\$7,345.21	1.93%	6 / 50%	\$7,340.28	9
Payroll	\$0.00	0.00%	12 / 100%	\$0.00	0
Professional Services	\$10,249.49	2.69%	4 / 33.3%	\$8,732.18	8
Office Supplies, Uniform	\$1,064.44	0.28%	6 / 50%	\$1,354.65	9
Vehicle Expense	\$5,781.61	1.52%	5 / 42.7%	\$5,138.84	11
Bank Charges and Merchant Fees	\$19,157.65	5.03%	7 / 58.3%	\$22,374.76	10
Insurance	\$6,350.70	1.67%	4 / 33.3%	\$4,409.88	10
Licenses & Permits	\$749.78	0.20%	3 / 25%	\$275.00	7
Rent & Utilities	\$3,554.10	0.93%	4 / 33.3%	\$2,233.27	10
IT & Telephone	\$11,537.95	3.03%	7 / 58.3%	\$12,395.84	9
<b>Total for Certain Marketing &amp; Operation Expenses</b>	<b>\$121,006.61</b>	<b>31.76%</b>	<b>5 / 42.7%</b>	<b>\$114,798.07</b>	<b>12</b>
<b>Adjusted Earnings</b>	<b>\$61,281.72</b>	<b>16.08%</b>	<b>5 / 42.7%</b>	<b>\$52,401.99</b>	<b>12</b>

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**Table 6—2024 Summary Income Statement (Averages and Medians) for Reporting Outlets with One Van**

The following is a summary income statement for the 28 Reporting Outlets which had only one van operational during the majority of the 2024 Reporting Period. The high Total Sales for this Table 6 is \$640,029.31. The low Total Sales for this Table 6 is \$148,819.56.

	Average	% of Average Total Sales	#/% Exceeding Average	Median	# of Units Reporting
<b>Total Sales</b>	<b>\$342,569.45</b>	<b>100%</b>	14 / 50%	<b>\$345,780.49</b>	<b>28</b>
<b>Cost of Goods Sold</b>					
Contract Labor	\$19,278.17	3.01%	4 / 14.3%	\$4,543.00	17
Materials	\$166,434.60	46.85%	13 / 46.4%	\$163,380.11	28
Equipment Rental and Tools	\$3,310.94	0.62%	7 / 25%	\$2,340.78	20
<b>Total Cost of Goods Sold</b>	<b>\$173,256.74</b>	<b>50.58%</b>	<b>13 / 46.4%</b>	<b>\$164,783.04</b>	<b>28</b>
<b>Gross Profit</b>	<b>\$169,321.15</b>	<b>49.43%</b>	<b>11 / 39.3%</b>	<b>\$152,755.22</b>	<b>28</b>
<b>Certain Marketing &amp; Operation Expenses</b>					
Local Marketing	\$26,492.93	6.90%	13 / 46.4%	\$28,595.42	26
Royalties	\$18,637.98	4.27%	12 / 42.9%	\$19,201.93	25
National Marketing Fund	\$6,200.47	1.29%	10 / 35.7%	\$6,261.89	22
Payroll	\$34,924.15	1.09%	1 / 3.6%	\$24,542.60	3
Professional Services	\$6,264.96	1.44%	13 / 46.4%	\$6,917.65	22
Office Supplies, Uniform	\$1,782.44	0.43%	11 / 39.3%	\$1,626.27	23
Vehicle Expense	\$6,903.94	1.80%	12 / 42.9%	\$6,246.80	25
Bank Charges and Merchant Fees	\$14,440.54	3.61%	9 / 32.1%	\$11,911.62	24
Insurance	\$4,810.54	1.25%	9 / 32.1%	\$3,924.00	25
Licenses & Permits	\$1,007.94	0.18%	5 / 17.9%	\$376.34	16
Rent& Utilities	\$3,921.61	0.98%	6 / 21.4%	\$2,820.33	24
IT & Telephone	\$9,889.39	2.27%	11 / 39.3%	\$9,877.83	22
<b>Total for Certain Marketing &amp; Operation Expenses</b>	<b>\$86,742.95</b>	<b>25.32%</b>	<b>14 / 50%</b>	<b>\$88,008.81</b>	<b>28</b>
<b>Adjusted Earnings</b>	<b>\$80,833.92</b>	<b>23.60%</b>	<b>9 / 32.1%</b>	<b>\$68,616.55</b>	<b>28</b>

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**Table 7—2024 Summary Income Statement (Averages and Medians) for Reporting Outlets  
with More than One Van**

The following is a summary income statement, both averages and medians, for the 15 Reporting Outlets which had more than one van operational during the majority of the 2024 Reporting Period. The high Total Sales for this Table 7 is \$2,210,117.13. The low Total Sales for this Table 7 is \$655,259.51.

	Average	% of Average Total Sales	#/% Exceeding Average	Median	# of Units Reporting
<b>Total Sales</b>	<b>\$1,083,647.14</b>	<b>100%</b>	<b>6 / 40%</b>	<b>\$940,596.29</b>	<b>15</b>
<b>Cost of Goods Sold</b>					
Contract Labor	\$15,603.47	1.06%	5 / 33.3%	\$11,628.60	11
Materials	\$573,214.91	52.90%	4 / 26.7%	\$465,163.98	15
Equipment Rental and Tools	\$11,404.91	0.98%	6 / 40%	\$10,088.03	14
<b>Total Cost of Goods Sold</b>	<b>\$595,434.05</b>	<b>54.95%</b>	<b>4 / 26.7%</b>	<b>\$500,062.28</b>	<b>15</b>
<b>Gross Profit</b>	<b>\$488,213.09</b>	<b>45.05%</b>	<b>7 / 46.7%</b>	<b>\$480,596.95</b>	<b>15</b>
<b>Certain Marketing &amp; Operation Expenses</b>					
Local Marketing	\$65,441.01	5.23%	3 / 20%	\$55,040.86	13
Royalties	\$49,513.06	4.57%	5 / 33.3%	\$47,128.38	15
National Marketing Fund	\$19,421.62	1.31%	3 / 20%	\$17,699.74	11
Payroll	\$83,348.49	5.64%	5 / 33.3%	\$67,748.73	11
Professional Services	\$15,216.24	1.31%	8 / 53.3%	\$12,288.00	14
Office Supplies, Uniform	\$3,239.87	0.28%	6 / 40%	\$2,498.71	14
Vehicle Expense	\$27,700.83	2.56%	8 / 53.3%	\$30,590.09	15
Bank Charges and Merchant Fees	\$28,464.65	2.45%	7 / 46.7%	\$32,667.42	14
Insurance	\$13,700.95	1.18%	8 / 53.3%	\$14,074.16	14
Licenses & Permits	\$1,480.49	0.08%	2 / 7.1%	\$302.00	9
Rent & Utilities	\$11,061.21	0.88%	5 / 33.3%	\$8,285.09	13
IT & Telephone	\$12,783.33	1.10%	6 / 40%	\$9,446.28	14
<b>Total for Certain Marketing &amp; Operation Expenses</b>	<b>\$295,970.77</b>	<b>27.31%</b>	<b>7 / 46.7%</b>	<b>\$278,802.78</b>	<b>15</b>
<b>Adjusted Earnings</b>	<b>\$192,242.32</b>	<b>17.74%</b>	<b>6 / 40%</b>	<b>\$185,235.68</b>	<b>15</b>

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**Table 8—2024 Summary Income Statement (Averages and Medians) for Top Third of Reporting Outlets**

The following is a summary income statement for the top one- third of Reporting Outlets (constituting of 14 Reporting Outlets and based on Total Sales) during the 2024 Reporting Period. The high Total Sales for this Table 8 is \$2,210,117.13. The low Total Sales for this Table 8 is \$674,843.32.

	Average	% of Average Total Sales	#/% Exceeding Average	Median	# of Units Reporting
<b>Revenue</b>	<b>\$1,114,246.26</b>	<b>100%</b>	<b>4 / 28.6%</b>	<b>\$962,047.86</b>	<b>14</b>
<b>Cost of Goods Sold</b>					
Contract Labor	\$16,000.95	2.17%	4 / 28.6%	\$13,410.72	10
Materials	\$591,906.60	50.34%	4 / 28.6%	\$494,586.77	14
Equipment Rental and Tools	\$11,317.75	1.02%	5 / 35.7%	\$9,259.07	13
<b>Total Cost of Goods Sold</b>	<b>\$616,358.53</b>	<b>55.28%</b>	<b>3 / 21.4%</b>	<b>\$516,665.46</b>	<b>14</b>
<b>Gross Profit</b>	<b>\$497,887.73</b>	<b>44.00%</b>	<b>5 / 35.7%</b>	<b>\$485,079.10</b>	<b>14</b>
<b>Certain Marketing &amp; Operation Expenses</b>					
Local Marketing	\$67,516.84	6.06%	3 / 21.4%	\$55,946.10	12
Royalties	\$50,673.52	4.55%	5 / 35.7%	\$47,596.99	14
National Marketing Fund	\$20,176.67	1.81%	3 / 21.4%	\$18,434.45	10
Payroll	\$87,160.46	6.87%	4 / 28.5%	\$82,389.29	10
Professional Services	\$15,784.69	1.42%	5 / 35.7%	\$12,371.00	13
Office Supplies, Uniform	\$3,171.95	0.28%	5 / 35.7%	\$2,176.78	13
Vehicle Expense	\$28,631.42	2.57%	8 / 57.1%	\$32,360.18	14
Bank Charges and Merchant Fees	\$28,506.23	2.56%	8 / 57.1%	\$37,410.74	13
Insurance	\$13,283.82	1.19%	8 / 57.1%	\$13,861.11	13
Licenses & Permits	\$1,494.81	0.13%	2 / 14.3%	\$243.89	8
Rent& Utilities	\$11,852.54	1.06%	5 / 35.7%	\$9,398.06	12
IT & Telephone	\$12,630.83	1.13%	5 / 35.7%	\$8,153.61	13
<b>Total for Certain Marketing &amp; Operation Expenses</b>	<b>\$293,668.20</b>	<b>26.36%</b>	<b>7 / 50%</b>	<b>\$306,957.25</b>	<b>14</b>
<b>Adjusted Earnings</b>	<b>\$196,652.21</b>	<b>17.65%</b>	<b>6 / 42.9%</b>	<b>\$188,101.90</b>	<b>14</b>

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