

Provision		Section in Franchise Agreement	Summary
			related written agreements are binding (subject to state law). No other promises are enforceable. However, nothing in the Franchise Agreement or in any related document is intended to disclaim our representations made in this disclosure document.
U.	Dispute resolution by arbitration or mediation	Section 24;	Except for certain claims, all disputes must first be submitted to mediation. If the mediation is unsuccessful, all continuing disputes must be arbitrated in the city of our principal office (subject to state law).
V.	Choice of forum	Section 23	Litigation must be in the state or federal courts located in Cleveland, Ohio (subject to state law).
W.	Choice of law	Section 23	Ohio law applies (subject to state law)

### **ITEM 18** **PUBLIC FIGURES**

We do not use any public figures to promote our franchises.

### **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 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 this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

We do 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 our management by contacting Kelli Schroeder at 17700 Saint Clair Avenue, Cleveland, Ohio 44110, telephone (617) 997-4729, the Federal Trade Commission, and the appropriate state regulatory agencies.

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

All of the information in the tables below is as of December 31 of the applicable year.

**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
<b>Franchised</b>	2022	0	3	+3
	2023	3	5	+2
	2024	5	14	+9
<b>Company-Owned*</b>	2022	1	1	0
	2023	1	1	0
	2024	1	0	-1
<b>Total Outlets</b>	2022	1	4	+3
	2023	4	6	+2
	2024	6	14	+8

\*The “company-owned” outlet disclosed in the Table above is owned and operated by our affiliate.

**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
<b>All States</b>	2022	0
	2023	0
	2024	0
<b>Total</b>	2022	0
	2023	0
	2024	0

**Table No. 3**  
**STATUS OF FRANCHISED OUTLETS FOR YEARS 2022 to 2024**

(Col. 1) State/Province	(Col. 2) Year	(Col. 3) Outlets at Start of Year	(Col. 4) Outlets Opened	(Col. 5) Terminations	(Col. 6) Non- Renewals	(Col. 7) Reacquired by Franchisor	(Col. 8) Ceased Operations– Other Reasons	(Col. 9) Outlets at End of Year
California	2022	0	0	0	0	0	0	0
	2023	0	1	0	0	0	0	1
	2024	1	0	0	0	0	0	1