

THE FRANCHISE RELATIONSHIP		
PROVISION	SECTION IN FRANCHISE OR OTHER AGREEMENT	SUMMARY
r. Non-competition covenants after the franchise is terminated or expires	Section 16 – Addendum I – Multiple Unit Agreement	No competing business for two years within 75 miles of your location or within 75 miles of another CarePatrol franchise.
s. Modification of the agreement	Section 21	No modification generally, except in writing. Manual may be modified. Only the terms of the franchise agreement and Disclosure Document are binding (subject to state law). Any representations or promises outside of the Disclosure document or franchise agreement may not be enforceable.
t. Integration/merger clause	Section 19	On the terms of the Franchise Agreement are binding (subject to federal law). Any other promises may not be enforceable, except as set forth in this Disclosure Document. Notwithstanding the foregoing, nothing in this or any related agreement is intended to disclaim the express representations made in the Franchise Disclosure Document, its exhibits and amendments.
u. Dispute resolution by arbitration or mediation	Section 23	Except for certain claims, the parties must first mediate any dispute subject to applicable state law.
v. Choice of forum	Section 11	Michigan (subject to applicable state law)
w. Choice of law	Section 22	Michigan law applies (subject to applicable state law)

ITEM 18

PUBLIC FIGURES

We do not use any public figure to promote the 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.

This Item 19 contains historical financial performance data as provided by certain CarePatrol franchisees. The representations made in this Item 19 are based upon the franchise system's outlets existing for the period of time indicated below unless otherwise specifically excluded, as discussed below.

The financial performance information included in Tables A and B below reflect average gross sales by year in operation.

The financial performance information included in Tables C and D below reflect average gross sales by quartile.

Only franchises that were open and in operation during the entire period of January 1, 2024 through December 31, 2024 (the "Measurement Period") were included. We consider a franchisee to be "open and in operation" once they have completed their training and all assigned door opening tasks.

The financial performance information presented below has been extracted from revenue reports provided to us by the Franchisees. We have not audited this information, nor have we independently verified this information.

TABLE A - GROSS SALES INFORMATION BY FRANCHISE TERRITORY OPERATING PRIOR TO JANUARY 1, 2024

Time in Business	Territories	Average Gross Sales	Number/ Percent Attained or Exceeded Average	Median Gross Sales	Number/ Percent Attained or Exceeded Median	Highest Performer	Lowest Performer
<i>60+ months</i>	86	\$476,492	32 (37%)	\$353,983	43 (50%)	\$2,017,287	\$52,040
<i>49-60 months</i>	10	\$315,631	3 (30%)	\$218,427	5 (50%)	\$824,885	\$148,060
<i>37-48 months</i>	14	\$203,330	5 (36%)	\$144,948	7 (50%)	\$629,669	\$29,353
<i>25-36 months</i>	19	\$138,039	4 (37%)	\$88,205	10 (53%)	\$455,565	\$23,454
<i>12-24 months</i>	18	\$72,349	6 (33%)	\$51,438	9 (50%)	\$206,065	\$16,433
Total	147	\$346,301	51 (35%)	\$191,874	74 (50%)	\$2,017,287	\$16,433

TABLE B – GROSS SALES INFORMATION BY FRANCHISE OWNER OPERATING PRIOR TO JANUARY 1, 2024

Time in Business	Owners	Average Gross Sales	Number/ Percent Attained or Exceeded Average	Median Gross Sales	Number/ Percent Attained or Exceeded Median	Highest Performer	Lowest Performer
<i>60+ months</i>	75	\$573,187	30 (40%)	\$423,329	38 (51%)	\$2,646,956	\$52,040

TABLE B – GROSS SALES INFORMATION BY FRANCHISE OWNER OPERATING PRIOR TO JANUARY 1, 2024

Time in Business	Owners	Average Gross Sales	Number/ Percent Attained or Exceeded Average		Median Gross Sales	Number/ Percent Attained or Exceeded Median		Highest Performer	Lowest Performer
49-60 months	9	\$393,155	3	(33%)	\$187,068	5	(56%)	\$1,206,968	\$148,060
37-48 months	10	\$177,096	4	(40%)	\$153,098	5	(50%)	\$340,876	\$29,353
25-36 months	16	\$176,159	6	(38%)	\$90,121	8	(50%)	\$495,333	\$29,332
12-24 months	13	\$60,257	4	(31%)	\$39,875	7	(54%)	\$206,065	\$16,433
Total	123	\$421,953	42	(34%)	\$256,533	62	(50%)	\$2,646,956	\$16,433

TABLE C - GROSS SALES INFORMATION BY FRANCHISE TERRITORY OPERATING PRIOR TO JANUARY 1, 2024

Quartile	Territory County	Average Gross Sales	Number/ Percent Attained or Exceeded Average		Median Gross Sales	Number/ Percent Attained or Exceeded Median		Highest Performer	Lowest Performer
1	36	\$865,325	14	39%	\$803,802	18	50%	\$2,017,287	\$462,054
2	37	\$324,552	19	51%	\$328,267	19	51%	\$458,566	\$192,285
3	37	\$154,445	18	49%	\$153,296	19	51%	\$191,874	\$105,557
4	37	\$54,910	16	43%	\$52,655	19	51%	\$99,466	\$16,433
TOTALS	147	\$346,301	51	35%	\$191,874	74	50%	\$2,017,287	\$16,433

TABLE D - GROSS SALES INFORMATION BY FRANCHISE OWNER OPERATING PRIOR TO JANUARY 1, 2024

Quartile	Owner Count	Average Gross Sales	Number/ Percent Attained or Exceeded Average		Median Revenue	Number/ Percent Attained or Exceeded Median		Highest Performer	Lowest Performer
1	30	\$1,063,836	11	37%	\$962,098	15	50%	\$2,646,956	\$644,291
2	31	\$405,153	13	42%	\$364,200	16	52%	\$642,906	\$261,313
3	31	\$179,362	13	42%	\$170,866	16	52%	\$256,533	\$114,421
4	31	\$60,170	15	48%	\$59,386	16	52%	\$108,206	\$16,433
TOTALS	123	\$421,953	42	34%	\$256,533	62	50%	\$2,646,956	\$16,433

Table A & C Notes:

- (a) Tables A & C provides the annual average gross sales reported to us by an individual franchise

territory. Table A is categorized by year in operation and Table C is broken down into quartiles.

- (b) We excluded 1 franchisee who has 2 territories because the franchisee reports sales information for both territories as a single territory unit; 11 territories were excluded for not reporting correctly or had halted development during the calendar year. 41 additional territories were excluded because they were open for less than a year.
- (c) These tables include territories opened in each year from 2009 through December 31, 2023 with the distribution of start dates as follows: 2023-18, 2022-19, 2021-14, 2020-10, 2019-8, 2018-5, 2017-4, 2016-9, 2015-10, 2014-26, 2013-11, 2012-5, 2011-2, 2010-1, 2009-5. We consider a territory to be open once they have completed their training and their assigned door opening task.
- (c) (d) Tables A & C include 8 territories signed up under our reduced fee optionality program. Of the 41 territories excluded for not being open more than a year, 12 of the territories were also enrolled in this program. Notably, franchisee gross revenue is not impacted by this program.

Table B & D Notes:

- (a) Tabled B & D provide the annual gross sales reported by the franchisees, and aggregates gross sales by owner regardless of the number of territories they may own. As a result, the data represented in Table B & Table D may be more favorable than the data reported by franchise territory as represented in Table A & Table C. Table B is categorized by year in operation and Table D is broken down into quartiles.
- (b) For purposes of this Item 19, the definition of Gross Sales can be found in “Additional Notes” at the end of this Item 19.
- (c) Of the 123 franchises listed in these tables, 19 of the included franchisees own 1 additional territory, 2 franchisees own 2 additional territories and 1 owns 3 additional territories.
- (d) 11 territories were excluded for not reporting correctly or had halted development during the calendar year.
- (e) For the distribution of start dates, please see Tables A & C; Note (b).

Table E. – 2024 Average and Median Placement Fees - Nationwide

The information contained in the table below is historical, based on unaudited reporting by individual franchisees via our Calculated Care software, and may not be relied upon as a projection or forecast of how many placements or the revenue per placement a new franchisee may experience. The 208 franchised offices that reported data for Table E below may not be the same as those reporting under Tables A - D above.

TABLE E 2024 AVERAGE AND MEDIAN PLACEMENT FEES - SYSTEMWIDE

Owners	Average Placement Fee	Percent That Exceeded Average	Median Placement Fee	Percent That Exceeded Median	Highest and Second Highest Performer	Lowest and Second Lowest Performer
208	\$5,002	45%	\$4,760	50%	\$21,953 \$20,000	\$500 \$500

Table F. – 2024 Average and Median Placement Fees - Nationwide

The information contained in the table below is historical, based on unaudited reporting by individual franchisees via our ProfitKeeper Software, and may not be relied upon as a projection or forecast of how a new franchise may perform. The franchised offices that reported data for Table F below may not be the same as those reporting under Tables A – E, and includes all franchised locations that reported financials regardless of tenure or status. The reported location periods were 1,424, each period defined as one month.

1. “EBITDA” means Earnings Before Interest, Taxes, Depreciation, and Amortization.
2. “ODCF” means Owner Discretionary Cash Flow

2024 AVERAGE		
	Amount	% Sales
Income		
Revenue - Placement	349,731.59	89.42%
All Other Revenue	41,401.10	10.58%
Total Income	\$ 391,132.69	100.00%
Cost of Goods Sold		
Direct Costs	47,032.51	12.02%
Total Cost of Goods Sold	\$ 47,032.51	12.02%
Gross Profit	\$ 344,100.18	87.98%
Labor		
Admin Wages	54,523.35	13.94%
Operation Wages	18,412.54	4.71%
Marketing Wages	44,638.87	11.41%
Payroll Expenses	21,813.48	5.58%
Total Labor	\$ 139,387.24	35.46%
Expenses		
Admin	10,573.13	2.7%
Operations	20,093.04	5.14%
Marketing	23,447.99	5.99%
Franchise Fees (Royalty / NAF / Tech)	29,736.25	7.6%
Total Expenses	\$ 83,850.41	21.44%
Other Income		
Other Income	1018.62	0.26%
EBITDA*	\$ 121,881.15	31.16%
Interest, Tax, Depreciation & Amortization		
Interest	2,170.76	0.55%

2024 AVERAGE		
	Amount	% Sales
Income Tax	4,168.40	1.07%
Depreciation / Amortization Expense	1,189.66	0.3%
Net Income	\$ 114,352.33	29.24%
Owner Discretionary Cash Flow		
Interest	2,170.76	0.55%
Depreciation / Amortization Expense	1,189.66	0.3%
Owners-Officer Salary	34,326.03	8.78%
ODCF*	\$ 152,038.78	38.87%

1. “EBITDA” means Earnings Before Interest, Taxes, Depreciation, and Amortization.
2. “ODCF” means Owner Discretionary Cash Flow

Additional Notes:

1. “Gross Sales” means the aggregate amount of all sales of services and the aggregate of all of your charges for all services performed (including service charges in lieu of gratuity) whether for cash or credit or otherwise, made and rendered in, about or in connection with a Franchised Business. The terms “Gross Sales” does not include any federal, state, municipal or other sales, value added or retailer’s excise taxes paid or accrued by Franchisee.
2. Written substantiation for the financial performance representation will be made available to prospective franchisees upon reasonable request.
3. **Some outlets have earned this amount. Your individual results may differ. There is no assurance that you'll earn as much.**
4. The disclosure figures for Table A – E do not reflect all other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of costs and expenses you will incur in operating your franchise business. Current franchisees or former franchisees listed in the Disclosure Document may be one source of this information.
5. Other than the preceding financial performance representation, 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 the franchisor’s management by contacting David Tarr at CarePatrol Franchise Systems, LLC, 900 Wilshire Drive, Suite 102, Troy, MI 48084-1600, 480-626-2450, dtarr@bestlifebrands.com, the Federal Trade Commission and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

TABLE 1 – SYSTEM-WIDE OUTLET SUMMARY FOR YEARS 2022 – 2024 (AS OF DECEMBER 31 OF EACH YEAR)				
OUTLET TYPE	YEAR	OUTLETS AT THE START OF THE YEAR	OUTLETS AT THE END OF THE YEAR	NET CHANGE
Franchised	2022	141	160	+19
	2023	160	173	+13
	2024	173	201	+28
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	141	160	+19
	2023	160	173	+13
	2024	173	201	+28

TABLE 2 – TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS (OTHER THAN THE FRANCHISOR) FOR YEARS 2022-2024		
STATE	YEAR	NUMBER OF TRANSFERS
Arizona	2022	1
	2023	0
	2024	1
California	2022	0
	2023	0
	2024	3
Florida	2022	1
	2023	0
	2024	1
Georgia	2022	0
	2023	1
	2024	0
Kansas	2022	1
	2023	0
	2024	0
Maryland	2022	0
	2023	1
	2024	0
Massachusetts	2022	0
	2023	0
	2024	1
Minnesota	2022	0
	2023	2
	2024	1