

Provisions	Section in Franchise Agreement	Summary
t. Integration/merger clause	Section 22.14	Only the terms of the Franchise Agreement, the exhibits attached thereto are binding (subject to state law). Any representations or promises outside of the disclosure document and franchise agreement may not be enforceable. No claim made in any franchise agreement is intended to disclaim the representations made in this Franchise Disclosure Document.
u. Dispute resolution by arbitration or mediation	Section 20 and Section 10.10	Any dispute or claim relating to or arising out of the Franchise Agreement must be resolved exclusively by negotiation and mandatory arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") or another arbitration service agreed to by the parties. Any proceedings will be conducted at the AAA's Omaha, Nebraska office. In addition, Owners of your Franchised Business are obligated to submit arguments between themselves to arbitration if Franchisor so orders.
v. Choice of forum	Section 20.3	All other disputes must be brought only in the United States District Court of the District of Nebraska and the Courts of Nebraska sitting in Douglas County, Nebraska (subject to applicable state law).
w. Choice of law	Section 20.2	Nebraska law applies, (subject to state law), except that disputes regarding the Marks are governed by the United States Trademark Act of 1946 (Lanham Act, 15 U.S.C. Sec. 1051 et seq.).

ITEM 18. PUBLIC FIGURES

We do not presently use any public figures 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 this disclosure document. Financial performance information that differs from that included in this 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.

BACKGROUND

This Item 19 sets forth certain historical financial performance data as provided by our Franchisees and that is the basis and written substantiation for the representations included below. The representations made in this Item 19 are based upon the franchise system's Franchised Businesses that existed for the periods of time indicated below and are not made up of any other subset of those Franchised Businesses. These Franchised Businesses all offered similar services and do not differ materially from the type of Franchised Business described in this disclosure document. This Item 19 does not include any Conversion Franchised Businesses.

Written substantiation of the data used in preparing this information and for the financial performance representation made in this Item 19 will be made available to prospective franchisees upon reasonable request.

For the purpose of this Item 19, "**Net Billings**" means the total of all revenues from the operation of the Franchised Business whether received in cash, services in kind, from barter and/or exchange, on credit (whether or not payment is received therefore) or otherwise. Net Billings does not include the amount of all sales tax receipts or similar tax receipts which, by law, are chargeable to clients, if such taxes are separately stated when the client is charged and if such taxes are paid to the appropriate taxing authority. In addition, Net Billings does not include the amount of any documented refunds, credits and allowances given in good faith to clients by franchisee and the amount of mileage and out-of-pocket expenses incurred by and reimbursed to your employees in connection with providing services to clients. Credit card fees are not deducted from Net Billings.

AVERAGE NET BILLINGS

Tables 1, 1A and 2 presented below contain certain information related to Net Billings realized by our franchisees for the period beginning January 1, 2024, and ending December 31, 2024. The Active Grand Opening Date of a Franchised Business is the date the Franchisee is able to take on his or her first client.

The information and figures regarding Net Billings presented in Table 1 below is based upon information reported to us by Right at Home Franchisees for 361 Franchised Offices. Table 1A below is based upon information reported to us by 269 Franchisee Entities whose Franchised Businesses had been open for at least 12-months for the period ending December 31, 2024, and reported Net Billings. NOTE: Right at Home has not audited this information, nor have we independently verified this information. The information is for the period commencing January 1, 2024, through December 31, 2024. The information has been extracted from actual franchise reports made to Right at Home. The Franchised Businesses classified below, together with the breakdown of information, represent only those franchisees that reported data to us as specifically noted following the Net Billings Information table. The information may be used to evaluate the experience of existing Right at Home Franchised Businesses. The information is not a projection or forecast of what a new franchisee may experience.

Some franchisees have earned these amounts. Your individual results may differ. There is no assurance that you will sell as much.

Table 1: Average and Median Net Billings

Right at Home Franchised Offices Months in Business	Total Offices	Average Net Billings	Median Net Billings	Number & % of Franchised Offices that Attained or Exceeded the Average Net Billings	Number & % of Franchised Offices that Attained or Exceeded the Median Net Billings	Highest Offices Net Billings	Lowest Offices Net Billings	Average Percent Increase over 2023
61 Months Plus	315	\$1,848,745.16	\$1,386,634.58	105 33%	158 50%	\$14,872,131.37	\$66,552.00	18.68%
49 To 60 Months	9	\$1,296,399.03	\$963,015.96	3 33%	5 56%	\$3,505,980.03	\$153,705.59	23.63%
37 To 48 Months	14	\$1,092,197.84	\$955,024.09	6 43%	7 50%	\$3,020,448.24	\$140,727.72	42.08%
25 To 36 Months	10	\$1,332,118.08	\$1,009,138.59	4 40%	5 50%	\$2,989,852.28	\$271,199.21	72.82%
13 To 24 Months	13	\$405,671.67	\$373,349.38	6 46%	7 54%	\$874,386.66	\$11,794.75	*
All Offices Open One Year or More Ending 2024	361	\$1,739,357.34	\$1,341,639.06	122 34%	181 50%	\$14,872,131.37	\$11,794.75	12.15%

Table 1A: Net Billings Information by Franchisee Entity for Franchised Businesses Open At Least One Year

Number of Franchisee Entities	Total # of Franchised Businesses Owned by Franchisee Entities	Average Net Billings per Franchisee Entity	Number and % of Franchisee Entities Meeting or Exceeding Average	Median Net Revenue per Entity	Number and % of Franchisee Entities Meeting or Exceeding Median	Highest Franchisee Entity Net Revenue	Lowest Franchisee Entity Net Revenue
269	501	\$2,819,260.06	96 36%	\$1,982,747.97	135 50%	\$24,417,300.77	\$216,828.63

Notes to Tables 1 and 1A:

Table 1 includes data reported by 361 Franchised Offices operated by franchisees that reported Net Billings during 2024. There were 24 franchises that transferred ownership in 2024. The date used to report the Net Billings for those franchises was the date of the original franchise.

The term “Office” in Table 1 refers to a Designated Area that has an office located within it where at least one Franchised Business operates. The term “Franchisee Entity” means a franchisee that owns one or more Franchised Business. The Franchised Businesses in Table 1A include all the Right at Home Franchised Businesses owned by a Franchisee Entity, including those that operate from an Office serving one or more Franchised Businesses.

Table 2: Net Billings of Franchised Businesses		
2024 Net Billings	Number of Franchised Businesses	Percent
Over \$1,000,000	282	56%
\$750,001 - \$1,000,000	66	13%
\$500,001 - \$750,000	64	13%
\$250,001 - \$500,000	61	12%
\$0-250,000	28	6%
Total Franchised Businesses	501	

Notes to Table 2:

Table 2 is the data reported for all of the 501 Franchised Businesses operating for the full 12 months from January 1, 2024 to December 31, 2024 that reported Net Billings.

Table 3A: Average Business Performance as a Percentage of Net Billings (Average Performance Table)			
Year	Gross Margin %	Office Payroll %	Marketing %
2024	44.43%	11.80%	2.54%

Notes to Table 3-A:

The average performance Table 3A sets forth the average business performance of our franchisees based on those costs listed and then measured against their Net Billings. As used in the average performance Table 3A:

1. Gross Margin means Net Billings less the Cost of Goods Sold. Cost of Goods Sold includes all direct costs related to direct care staff, including wages, workers compensation insurance, crime-fidelity employee dishonesty coverage and other professional and general liability insurance. Payroll taxes and payroll related insurance are included in the Cost of Goods Sold both for office staff and direct care staff because they were combined in the information reported to us by these franchisees.
2. Office Payroll means all wages for office staff employees. Payroll taxes and payroll related insurance are included in Cost of Goods Sold.
3. Marketing costs are those associated with marketing and promoting the business, including such items as local telephone directory advertising, web-based advertising, media advertising, and trade show fees.
4. In Table 3A you will find financial data reported only from those Franchised Businesses that had been open the entire 2024 calendar year. For the year ending 12/31/2024, we received complete financial data from 479 of the 538 (89%) Franchised Businesses.
5. For 2024, the median gross margin percentage is 42.65%, the median office payroll percentage is 11.18% and the median marketing percentage is 2.16%.

For purposes of this financial performance representation, the following Tables, 3B and 3C, show the number and percentages of Franchised Businesses that met the averages stated:

Number and Percent of Franchised Businesses that Met the Average	
Table 3B	
Year	Gross Margin
2024	174(32%)

Table 3C		
Year	Office Payroll	Marketing
2024	213(40%)	168(31%)

Notes to Tables 3A, 3B and 3C:

The information contained in Tables 3A, 3B and 3C and related Sections is historical, based on cost experience reported. The information is not a projection or forecast of what Net Billings or costs a new franchisee may experience. These are not the only costs associated with the business. There is no assurance your costs will be comparable to our other franchisees.

SYSTEMWIDE NET BILLINGS

Table 4 presented below contains certain information related to Net Billings realized by all of our franchisees for the period beginning January 1, 2001, and ending December 31, 2024.

The information and figures regarding Net Billings presented in Table 4 below are based upon information reported to us by all Right at Home franchisees whose Franchised Businesses had been open for any period of time during the period beginning January 1, 2001 and ending December 31, 2024. During such period, all Franchised Businesses offered the same or similar services. NOTE: Right at Home has not audited this information, nor have we independently verified this information. The information is for the period commencing January 1, 2001 through December 31, 2024. The information has been extracted from actual franchise reports made to Right at Home. The information may be used to evaluate the experience of existing Right at Home Franchised Businesses. This information is not a projection or forecast of what a new franchisee may experience.

Table 4 Net Billings

Year	Outlets at Start of the Year	Outlets Opened During the Year	Outlets Ceased Operations During the Year	Outlets at the end of the Year	System-Wide Net Billings
2001	1	13	0	14	\$783,857.00
2002	14	23	1	36	\$4,256,770.00
2003	36	22	2	56	\$9,366,404.00
2004	56	25	8	73	\$20,796,593.00
2005	73	28	2	99	\$38,169,221.00
2006	99	30	6	123	\$57,120,460.00

Table 4 Net Billings

Year	Outlets at Start of the Year	Outlets Opened During the Year	Outlets Ceased Operations During the Year	Outlets at the end of the Year	System-Wide Net Billings
2007	123	35	5	153	\$79,866,042.00
2008	153	32	8	177	\$109,532,765.00
2009	177	42	13	206	\$136,020,298.00
2010	206	23	5	224	\$171,530,811.00
2011	224	22	6	240	\$202,804,737.00
2012	240	39	11	268	\$234,162,740.00
2013	268	78	7	339	\$265,541,764.00
2014	339	51	12	378	\$306,031,607.00
2015	378	59	5	432	\$351,988,906.00
2016	432	47	14	465	\$396,065,770.00
2017	465	24	14	475	\$439,382,774.00
2018	475	7	11	471	\$481,781,397.00
2019	471	14	11	474	\$511,208,232.02
2020	474	16	9	481	\$545,273,614.85
2021	481	17	16	482	\$581,883,933.31
2022	482	25	11	496	\$610,234,619.77
2023	496	21	9	508	\$671,753,530.72
2024	508	40	9	539	\$757,933,185.43
					TOTAL \$6,983,490,032.10

AVERAGE AND MEDIAN CAREGIVERS AND HOURS WORKED**Table 5A Average and Median Caregivers and Hours Based on Weekly Revenue Range**

Right at Home Franchised Offices with Single Designated Software License Average Weekly Revenue Range	Number of Franchised Offices with Single Designated Software License in Range	Average Caregivers Placed with Client per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Caregivers Placed with Client per Week	Average Number of Caregiver Hours Worked per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Number of Caregiver Hours Worked per Week
0 - \$5,000	0	0	0% 0%	0	0	0% 0%	0
\$5,000 - \$10,000	11	15	6 55%	16	19	4 36%	18
\$10,000 - \$20,000	36	22	17 47%	21	22	15 42%	20
\$20,000 - \$30,000	44	34	22 50%	34	22	21 48%	22
\$30,000 - \$40,000	38	44	16 42%	42	24	14 37%	23

Table 5A Average and Median Caregivers and Hours Based on Weekly Revenue Range

Right at Home Franchised Offices with Single Designated Software License Average Weekly Revenue Range	Number of Franchised Offices with Single Designated Software License in Range	Average Caregivers Placed with Client per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Caregivers Placed with Client per Week	Average Number of Caregiver Hours Worked per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Number of Caregiver Hours Worked per Week
\$40,000 - \$50,000	19	57	10 53%	62	25	8 42%	24
\$50,000 - \$60,000	29	70	12 41%	67	25	11 38%	24
\$60,000 - \$75,000	27	82	13 48%	80	25	10 37%	24
\$75,000 Plus	57	143	15 26%	111	27	21 37%	25
All Offices Open One Year or More Ending 2024	261	68	93 36%	53	24	106 41%	23

Table 5B Average and Median Caregivers and Hours Based on Months of Operation

Right at Home Franchised Offices with Single Designated Software License Months in Business	Number of Franchised Offices with Single Designated Software License in Range	Average Caregivers Placed with Client Per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Caregivers Placed with Client per Week	Average Caregiver Hours Worked Per Week	Number and Percentage of Franchised Offices with Single Designated Software License that Attained or Exceeded Average	Median Number of Caregiver Hours Worked Per Week
13-36 Months	14	30	3 21%	20	18	5 36%	17
37-60 Months	10	44	4 40%	39	23	4 40%	23
61-84 Months	10	55	2 20%	39	24	3 30%	23
85 Months Plus	227	71	76 33%	55	25	91 40%	23
All Offices Open One Year or More Ending 2024	261	68	93 36%	53	24	106 41%	23

Table 5A and Table 5B presented above contain certain information related to the average and median number of caregivers placed with clients per week and the average and median number of hours worked by caregivers per week for Franchised Offices with a single license for the Designated Software operating for at least 12 months during the period beginning January 1, 2024, and ending December 31, 2024.

The information and figures regarding the number of caregivers per week and number of hours worked by caregivers per week presented in Table 5A and Table 5B above are based upon information reported to us by all Right at Home franchisees whose Franchised Businesses had been open for at least 12 months during the period beginning January 1, 2024, and ending December 31, 2024. During such period, all Franchised Businesses offered the same or similar services. NOTE: Right at Home has not audited this information, nor have we independently verified this information. The information has been extracted from actual franchise reports made to Right at Home.

Based on all of the matters mentioned in this Item 19, we recommend that you make your own independent investigation to determine whether or not the franchise may be profitable to you and worth the risk. You should use this information only as a reference in conducting your analysis and in preparing your own projected income statements and cash flow statements. We suggest strongly that you consult your financial advisor or personal accountant concerning financial projections, federal, state and local income taxes, and any other applicable taxes that you may incur in owning and operating a franchised business.

Other than the preceding financial performance representation, Right at Home 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 Jen Chaney, Vice President of Franchise Development, 6700 Mercy Road, Suite 400, Omaha, Nebraska 68106 (877) 697-7537, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20. OUTLETS AND FRANCHISE INFORMATION

In the following Table No. 1, you will find the total number of franchised and company-owned outlets for each of our last three fiscal years. For purposes of this Item 20, "outlet" means and includes franchises/outlets of a type substantially similar to that offered to the prospective franchisee.

**Table No. 1
Systemwide Outlet Summary
For Years 2022 to 2024**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised*	2022	482	496	+14
	2023	496	508	+12
	2024	508	539	+31
Company-Owned	2022	22	28	+6
	2023	28	23	-5
	2024	23	12	-11
Total Outlets	2022	504	524	+20
	2023	524	531	+7
	2024	531	551	+20

In the following Table No. 2, you will find the total number of franchised outlets transferred in each state during each of our last three fiscal years. For purposes of this Item 20, "transfer" means the acquisition of a controlling interest in a franchised outlet, during its term, by a person other than us or an affiliate of ours. No transfers of outlets from franchisees to new owners for years 2022 to 2024 occurred in the states not included in this table.

**Table No. 2
Transfers of Outlets from Franchisees to New Owners
(Other than the Franchisor)
For Years 2022 to 2024**

State	Year	Number of Transfers
Alabama	2022	1
	2023	0
	2024	0
Arizona	2022	0
	2023	0
	2024	1
Arkansas	2022	1
	2023	0
	2024	1