

Provision	Section in Franchise Agreement	Summary
t. Dispute resolution by arbitration or mediation	Section 17.9, 17.10	Except for certain claims, all disputes in must be mediated and arbitrated in the county where we maintain our principal place of business (currently, Southbury, Connecticut) (subject to applicable state law).
u. Choice of forum	Section 17.13	All arbitration and litigation must be in the county where we maintain our principal place of business (currently, Southbury, Connecticut), (subject to applicable state law).
v. Choice of law	Section 17.13	Except as may be governed by federal law, Connecticut law applies (subject to applicable state law).

## **ITEM 18 PUBLIC FIGURES**

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

## **ITEM 19 FINANCIAL PERFORMANCE REPRESENTATIONS**

The FTC's Franchise Rule permits a franchisor to disclose 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 performance at a particular location or under particular circumstances.

The information below is a historical financial performance representation for all U.S. franchised TES Businesses open for business for 1 year or more during the 2024, 2023, and 2022 calendar years and operated for the entire year. A TES Businesses is considered open for business upon successful completion of OSE Phase 1 Training.

2024: Of the 236 TES Businesses with signed Franchise Agreements, 232 TES Businesses were open for business on December 31, 2024. Of those 232 TES Businesses, there were 170 TES Businesses that were open for business for 1 year or more. We excluded from this data set 12 TES Businesses that were not open for business for the entire 2024 calendar year and 4 TES Businesses who signed Franchise Agreements in December 2024 but had not yet attended OSE Phase 1 Training.

2023: Of the 186 TES Businesses with signed Franchise Agreements, 182 TES Businesses were open for business on December 31, 2023. Of those 182 TES Businesses, there were 140 TES Businesses that were open for business for 1 year or more. We excluded from this data set 7 TES Businesses that were

not open for business for the entire 2023 calendar year and 4 TES Businesses who signed Franchise Agreements in December 2023 but had not yet attended OSE Phase 1 Training.

2022: Of the 148 TES Businesses with signed Franchise Agreements, 147 TES Businesses were open for business on December 31, 2022. Of those 147 TES Businesses, there were 119 TES Businesses that were open for business for 1 year or more. We excluded from this data set 26 TES Businesses that were not open for the entire 2022 calendar year and 1 TES Business who signed Franchise Agreements in December 2022 but had not yet attended OSE Phase 1 Training.

There were zero (0) TES Businesses that closed during 2024, 2023, or 2022 after being open for business for less than 12 months.

**TABLE ONE – Yearly Placement Fees**

Table One shows the average yearly Annual Income generated by all TES Businesses open for business for 1 year or more, for each of the last three calendar years. We have not subtracted the Placement Fee Share from the Annual Income (25% of the Placement Fee that we withhold as a required payment to us). The Average Annual Income amounts have all been rounded up to the nearest whole number.

	Number of Franchised TES Businesses	TES Businesses (open for business 1+ year)	Average Annual Income Per TES Business (open for business 1+ years)	Number & % of TES Businesses (open for business 1+ years) that Attained or Exceeded the Average Annual Income		Median Annual Income Per TES Business (open for business 1+ years)	TES Business (open for business 1+ years) Highest Annual Income	TES Business (open for business 1+ years) Lowest Annual Income
2024	236	170	\$130,628	65	38%	\$103,000	\$644,925	\$0
2023	186	140	\$143,639	51	36%	\$117,975	\$485,250	\$0
2022	148	119	\$118,468	45	38%	\$85,000	\$768,000	\$0

**TABLE TWO – Placement Fees by Years in Business**

Table Two shows the Annual Income generated by all TES Businesses open for business for 1 year or more for 2024, based on the number of months that they were open for business. We have provided the average Annual Income, median Annual Income, and the highest and lowest Annual Income generated by each of these groups. We have not subtracted the Placement Fee Share described above from the Average Annual Income (25% of the Placement Fee that we withhold as a required payment to us). All Annual Income have been rounded up to the nearest whole number.

TES Franchised Businesses - Months Open for Business	Total Businesses	Average Annual Income Per TES Business	Number & % of TES Businesses that Attained or Exceeded the Average Annual Income	Median Annual Income Per TES Business	Highest Annual Income for TES Businesses	Lowest Annual Income for TES Businesses
120 Months Plus	15	\$196,539	7 47%	\$143,750	\$461,158	\$0
96 - 120 Months	10	\$120,395	4 40%	\$104,150	\$254,010	\$0
84 - 96 Months	10	\$200,542	3 30%	\$130,500	\$644,925	\$45,560
72 - 84 Months	16	\$131,006	8 50%	\$132,625	\$278,000	\$0
60 - 72 Months	20	\$106,920	6 30%	\$85,000	\$387,964	\$0
48 - 60 Months	10	\$191,882	6 60%	\$202,191	\$377,800	\$59,000
36 - 48 Months	24	\$133,251	8 33%	\$110,000	\$478,360	\$0
24 - 36 Months	27	\$122,783	14 52%	\$131,000	\$301,000	\$0
12 - 24 Months	38	\$89,020	17 45%	\$75,500	\$292,000	\$0
Total Business Units in 2024 open for business over 1 year	170	\$130,628	65 38%	\$103,000	\$644,925	\$0

**TABLE THREE – Average Placement Fee Per Transaction**

Table Three shows the Average Placement Fee per transaction for the TES Businesses open for business for 1 year or more, for each of the last three calendar years. “Transaction” means each franchise placement facilitated by a TES Business for which a Placement Fee was paid. We have not subtracted the Placement Fee Share described above from the Average Placement Fee (25% of the Placement Fee that we withhold as a required payment to us). The Average Placement Fee amounts have all been rounded up to the nearest whole number.

	Number of Franchised TES Businesses	TES Businesses (open for business 1+ year)	Average Placement Fees Per TES Business (open for business 1+ years)	Number & % of TES Businesses (open for business 1+ years) that Attained or Exceeded the Average Placement Fees	Median Placement Fees Per TES Business (open for business 1+ years)	TES Business (open for business 1+ years) Highest Placement Fees Earned	TES Business (open for business 1+ years) Lowest Placement Fees Earned
<b>2024</b>	236	170	\$32,641	65      38%	\$31,531	\$164,010	\$5,000
<b>2023</b>	186	140	\$30,416	57      41%	\$30,000	\$154,000	\$8,000
<b>2022</b>	148	119	\$25,372	73      61%	\$27,497	\$147,500	\$1,958

**TABLE FOUR – TOP and BOTTOM 5 TES Businesses open for business for 1 year or more**

Table Four shows the Annual Income generated by the top and bottom TES Businesses open for 1 year or more for each of the last three calendar years. We have not subtracted the Placement Fee Share described above from the Average Placement Fee (25% of the Placement Fee that we withhold as a required payment to us). All Annual Income have been rounded up to the nearest whole number.

TOP 5 TES Businesses open for business for 1 year or more:

	TES Business 1	TES Business 2	TES Business 3	TES Business 4	TES Business 5	Median
2024	\$644,925	\$478,360	\$461,158	\$455,000	\$387,964	\$461,158

2023	\$485,250	\$406,750	\$399,800	\$380,500	\$379,379	\$399,800
2022	\$768,000	\$414,260	\$363,942	\$352,609	\$349,190	\$363,942

Bottom 5 TES Businesses open for business for 1 year or more:

	TES Business 1	TES Business 2	TES Business 3	TES Business 4	TES Business 5	Median
2024	\$0	\$0	\$0	\$0	\$0	\$0
2023	\$0	\$0	\$0	\$0	\$0	\$0
2022	\$0	\$0	\$0	\$0	\$0	\$0

The financial information in this Item 19 does not reflect the costs of sales, operating expenses, or other costs or expenses that you may incur. You should conduct an independent investigation of the costs and expenses you will incur in operating your TES Business. Franchisees or former franchisees, listed in this Franchise Disclosure Document, may be one source of this information. Prior to the Issuance Date, the term Placement Fee was known as “Referral Fee” and Placement Fee Share was known as “Placement Fee.” Only the names of these fees have changed; the definition of these fees has not. Please note that current and former franchisees may refer to these fees using either term.

**Some outlets have earned this amount. Your individual results may differ. There is no assurance that you will earn as much.**

Written substantiation for the financial performance representation will be made available to you upon reasonable request.

Other than the preceding financial performance representation, we do not make any financial performance 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 Jessica Pettit at 464 Heritage Road, Suite 3, Southbury, Connecticut 06488, the Federal Trade Commission, and the appropriate state regulatory agencies.

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

Table No. 1

System-wide 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	134	148	+14
	2023	148	186	+38
	2024	186	236	+50
Company Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	134	148	+14
	2023	148	186	+38
	2024	186	236	+50

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
Florida	2022	1
	2023	0
	2024	0
Arizona	2022	0
	2023	0
	2024	1
Totals	2022	1
	2023	0
	2024	1