

	Provision	Section in Franchise Agreement	Summary
			govern, except for any arbitration law that would prohibit or bar the arbitration of a Covered Dispute (as defined in the Franchise Agreement). Where state law permits arbitration, and federal law does not, state law will apply. Where federal law permits arbitration, and state law does not, federal law will apply.

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

The following financial performance representations disclose the average historical data relating to the operation of franchised VC Businesses that were open and operating during the entirety of the applicable year. Some of the franchised VC Businesses included in this Item 19, however, operate or operated under pre-April 2021 (*i.e.*, legacy) forms of franchise agreement that do not require them to operate infusion centers in the exact same format required under the current form of Franchise Agreement (*i.e.*, a full-time stand-alone business with dedicated Vital Care-specific salespeople and Vital Care-branded locations) and do not require them to meet our current minimum performance requirements. (In this Item 19, we refer to these franchised VC Businesses as "Legacy VC Businesses.") Rather, some of these Legacy VC Businesses are operated as an add-on to the applicable franchisee's existing retail pharmaceutical business, with trained pharmacy employees providing infusion services to Patients within pharmacies that may not have "Vital Care"-branded exterior signage or a dedicated space for the operation of the VC Business. As the Legacy VC Businesses use the same Marks and System and offer the same VC Offerings as the VC Businesses that we are offering to new franchisees and otherwise generally operate in the same manner as the VC Business franchise being offered under the terms of this disclosure document (including having the same vendors, payors, wholesalers, suppliers, equipment, Billing Services, security service providers, insurance coverage, Technology System, Manuals, and training), we have included the infusion revenue data of the Legacy VC Businesses in Tables 1-A and 2-A below. We believe that the inclusion of the infusion revenue data of the Legacy VC Businesses in this Item 19 is proper and appropriate in order to provide new franchisees with the most accurate and complete picture of the performance of the System taken as a whole.

We have also provided, with respect to the financial performance representations for applicable franchised VC Businesses in each of Tables 1-A and 2-A below, the same financial performance information for a subset of those VC Businesses – specifically, those franchised VC Businesses that, as of the end of the applicable year, operated under the terms of the April 2021 form of franchise agreement or a subsequent form of franchise agreement. (In this Item 19, we refer to these franchised VC Businesses as “New VC Businesses.”) (Certain franchised VC Businesses may have initially operated under a pre-April 2021 form of franchise agreement before transitioning, whether through mutual agreement of the parties, transfer, or renewal, to the April 2021 or a subsequent form of franchise agreement.) Consequently, Tables 1-B and 2-B reflect financial performance information only for the applicable New VC Businesses; they do not reflect the performance of the applicable Legacy VC Businesses.

#### **TABLES 1-A AND 1-B: GROSS REVENUES BY QUARTILE FOR 2024**

Table 1-A presents Gross Revenues data by quartile for 2024 for the 73 franchised VC Businesses that were open and operating during the entirety of 2024, 54 of which were New VC Businesses. Table 1-B presents Gross Revenues data by quartile for 2024 for those 54 New VC Businesses.

**Table 1-A: Franchised VC Businesses - Gross Revenues by Quartile in 2024**

<b>FRANCHISED VC BUSINESS QUARTILES</b>	<b>AVERAGE GROSS REVENUES</b>	<b>NUMBER AND PERCENTAGE OF FRANCHISED VC BUSINESSES ATTAINING OR EXCEEDING AVERAGE GROSS REVENUES</b>	<b>MEDIAN GROSS REVENUES</b>	<b>LOWEST GROSS REVENUES</b>	<b>HIGHEST GROSS REVENUES</b>
Top Quartile	\$45,351,173	9/19 (47%)	\$45,039,416	\$17,924,401	\$99,045,393
2nd Quartile	\$12,687,254	8/18 (44%)	\$12,489,960	\$9,313,436	\$16,312,127
3rd Quartile	\$4,955,328	6/18 (33%)	\$4,401,426	\$2,614,323	\$8,392,328
Bottom Quartile	\$1,262,587	9/18 (50%)	\$1,208,767	\$205,268	\$2,526,914
Total	\$16,465,278	19/73 (26%)	\$9,313,436	\$205,268	\$99,045,393

**Table 1-B: New VC Businesses - Gross Revenues by Quartile in 2023**

<b>NEW VC BUSINESS QUARTILES</b>	<b>AVERAGE GROSS REVENUES</b>	<b>NUMBER AND PERCENTAGE OF NEW VC BUSINESSES ATTAINING OR EXCEEDING AVERAGE GROSS REVENUES</b>	<b>MEDIAN GROSS REVENUES</b>	<b>LOWEST GROSS REVENUES</b>	<b>HIGHEST GROSS REVENUES</b>
Top Quartile	\$47,980,548	7/14 (50%)	\$47,483,839	\$18,542,136	\$99,045,393
2nd Quartile	\$12,103,881	8/14 (57%)	\$12,489,960	\$7,412,669	\$16,312,127

3rd Quartile	\$4,681,045	4/13 (31%)	\$4,243,563	\$2,713,167	\$7,098,723
Bottom Quartile	\$1,331,255	7/13 (54%)	\$1,447,478	\$205,268	\$2,614,323
Total	\$17,024,850	14/54 (26%)	\$7,902,499	\$205,268	\$99,045,393

**Note to Tables 1-A and 1-B:**

1. Out of a total of 108 franchised VC Businesses at the end of 2024, 73 of them were in operation for the entire year and are included in the data group for Table 1-A. 54 of those 73 franchised VC Businesses were New VC Businesses and are included in the data group for Table 1-B. The Table 1-A data group does not include 35 VC Businesses that opened during 2024 (all of which were New VC Businesses), one VC Business that ceased operations during 2024, which did not begin operating in the 12-month period prior to the date it ceased operations and was not a New VC Business.

**TABLES 2-A AND 2-B: GROSS REVENUES BY YEAR**

Table 2-A presents Gross Revenues data for 2017 to 2024 for the 73 franchised VC Businesses that were open and operating during the entirety of 2024 (54 of which were New VC Businesses), the 59 franchised VC Businesses that were open and operating during the entirety of 2023 (35 of which were New VC Businesses), the 46 franchised VC Businesses that were open and operating during the entirety of 2022 (7 of which were New VC Businesses), the 46 franchised VC Businesses that were open and operating the entirety of 2021 (none of which were New VC Businesses), the 54 franchised VC Businesses that were open and operating during the entirety of 2020 (none of which were New VC Businesses), the 53 franchised VC Businesses that were open and operating during the entirety of 2019 (none of which were New VC Businesses), the 55 franchised VC Businesses that were open and operating during the entirety of 2018 (none of which were New VC Businesses), and the 58 franchised VC Businesses that were open and operating during the entirety of 2017 (none of which were New VC Businesses). Table 2-B presents Gross Revenues data for 2022 and 2023 for the 31 New VC Businesses that were open and operating during the entirety of 2023 and the 9 New VC Businesses that were open and operating during the entirety of 2022. (There were no New VC Businesses that were open and operating during the entirety of 2017, 2018, 2019, 2020, or 2021.)

**Table 2-A: Franchised VC Businesses - Gross Revenues by Year**

YEAR	AVERAGE GROSS REVENUES	PERCENTAGE AVERAGE GROSS REVENUE GROWTH OVER PREVIOUS YEAR	# AND % OF FRANCHISED VC BUSINESSES ATTAINING OR EXCEEDING AVERAGE GROSS REVENUES	MEDIAN GROSS REVENUES	LOWEST GROSS REVENUES	HIGHEST GROSS REVENUES
2024	\$16,465,278	22%	19/73 (26%)	\$9,313,436	\$205,268	\$99,045,393
2023	\$13,406,418	21%	18/59 (31%)	\$5,327,636	\$259,621	\$79,079,594

2022	\$11,145,435	50%	16/46 (35%)	\$6,596,398	\$279,072	\$57,857,348
2021	\$7,438,551	47%	16/46 (35%)	\$4,096,180	\$47,821	\$39,797,615
2020	\$4,665,709	43%	20/54 (37%)	\$2,334,476	\$1,977	\$17,794,559
2019	\$3,271,449	54%	23/53 (43%)	\$1,916,877	\$24,287	\$12,424,086
2018	\$2,125,430	85%	21/55 (38%)	\$1,251,705	\$692	\$8,528,825
2017	\$1,148,022	--	16/58 (28%)	\$521,373	\$3,583	\$6,225,915

**Table 2-B: New VC Businesses - Gross Revenues by Year**

YEAR	AVERAGE GROSS REVENUES	PERCENTAGE AVERAGE GROSS REVENUE GROWTH OVER PREVIOUS YEAR	# AND % OF NEW VC BUSINESSES ATTAINING OR EXCEEDING AVERAGE GROSS REVENUES	MEDIAN GROSS REVENUES	LOWEST GROSS REVENUES	HIGHEST GROSS REVENUES
2024	\$17,024,850	31%	14/54 (26%)	\$7,902,499	\$205,268	\$99,045,393
2023	\$13,013,739	-14%	10/35 (29%)	\$3,942,880	\$415,357	\$79,079,594
2022	\$15,209,355		3/7 (43%)	\$11,611,078	\$1,168,995	\$41,366,710

**Notes to Tables 2-A and 2-B:**

1. The "Percentage Systemwide Growth in Average Gross Revenue Over Previous Year" category is calculated by taking the difference between the Average Gross Revenues in the more recent year and the Average Gross Revenues in the prior year and dividing them by the Average Gross Revenues in the prior year. The VC Businesses included in each year's data sample changed somewhat from year to year due to openings, closures, and reacquisitions. As a result, this percentage measures the growth of the Average Gross Revenues reported by the system overall in each year, but it is not a measurement of the average year-over-year sales growth for individual VC Businesses. Some VC Businesses in each year's sample cannot report year-over-year revenue growth, because they did not operate in the prior year. Some individual VC Businesses experienced year-over-year revenue growth that was lower or higher than the systemwide percentage that has been reported in this table.
2. Out of a total of 108 franchised VC Businesses at the end of 2024, 73 of them were in operation for the entire year and are included in the data group for Table 1-A. 54 of those 73 franchised VC Businesses were New VC Businesses and are included in the data group for Table 1-B. The Table 1-A data group does not include 35 VC Businesses that opened during 2024 (all of which were New VC Businesses), one VC Business that ceased

operations during 2024, which did not begin operating in the 12-month period prior to the date they ceased operations and was not a New VC Business.

2. Out of a total of 74 franchised VC Businesses at the end of 2023, 59 of them were in operation for the entire year and are included in the data group for 2023 in Table 2-A. The data group for 2023 does not include 15 VC Businesses that opened during 2023 (all of which were New VC Businesses), three VC Businesses that ceased operations during 2023 (none of which first began operating in the 12-month period prior to the date that they ceased operations and none of which were New VC Businesses), and one VC Business that was reacquired by us during 2023 (which was not a New VC Business).
3. Out of a total of 63 franchised VC Business at the end of 2022, 46 were in operation for the entire year and are included in the data group for 2022 in Table 2-A. The data group for 2022 does not include 17 VC Businesses that opened during 2022 (all of which were New VC Businesses), one VC Business, the franchise agreement for which was terminated during 2022 (which VC Business did not first begin operating in the 12-month period prior to the date that the franchise agreement was terminated and which was a New VC Business), four VC Businesses that ceased operations for other reasons during 2022 (none of which first began operating in the 12-month period prior to the date that they ceased operations and none of which were New VC Businesses), and two VC Businesses that were reacquired by us during 2022 (none of which were New VC Businesses).
4. Out of a total of 53 franchised VC Businesses at the end of 2021, 46 were in operation for the entire year and are included in the data group for 2021 in Table 2-A. The data group for 2021 does not include seven VC Businesses that opened during 2021 (none of which were New VC Businesses), four VC Businesses, the franchise agreements for which were terminated during 2021 (none of which VC Businesses first began operating in the 12-month period prior to the date that the applicable franchise agreement was terminated and none of which were New VC Businesses), and four VC Businesses that ceased operations for other reasons during 2021 (none of which first began operating in the 12-month period prior to the date that they ceased operations and none of which were New VC Businesses).
5. Out of a total of 54 franchised VC Businesses at the end of 2020, all 54 were in operation for the entire year and are included in the data group for 2020 in Table 2-A. The data group for 2020 does not include three VC Businesses that did not renew during 2020 and one VC Business that ceased operations during 2020 (which VC Business did not first begin operating in the 12-month period prior to the date that it ceased operations). None of the VC Businesses referenced in this Note were New VC Businesses.
6. Out of a total of 58 franchised VC Businesses at the end of 2019, 53 of them were in operation for the entire year and are included in the data group for 2019 in Table 2-A. The data group for 2019 does not include five VC Businesses that opened during 2019 and seven VC Businesses, the franchise agreements for which were terminated during 2019 (none of which VC Businesses began operating in the 12-month period prior to the date that the applicable franchise agreement was terminated). None of the VC Businesses referenced in this Note were New VC Businesses.

7. Out of a total of 60 franchised VC Businesses at the end of 2018, 55 of them were in operation for the entire year and are included in the data group for 2018 in Table 2-A. The data group for 2018 does not include five VC Businesses that opened during 2018, two VC Businesses that did not renew during 2018, and five VC Businesses, the franchise agreements for which were terminated during 2018 (none of which VC Businesses began operating in the 12-month period prior to the date that the applicable franchise agreement was terminated). None of the VC Businesses referenced in this Note were New VC Businesses.
8. Out of a total of 62 franchised VC Businesses at the end of 2017, 58 of them were in operation for the entire year and are included in the data group for 2017 in Table 2-A. The data group for 2017 does not include four VC Businesses that opened during 2017 and eight VC Businesses, the franchise agreements for which were terminated during 2017 (none of which VC Businesses began operating in the 12-month period prior to the date that the applicable franchise agreement was terminated). None of the VC Businesses referenced in this Note were New VC Businesses.

#### **NOTES TO ITEM 19:**

**Some franchises have sold this amount. Your individual results may differ. There is no assurance you'll sell as much.**

**"Gross Revenue"** means all revenue and other consideration that you receive or otherwise derive from operating the VC Business, including all Centers that you operate and all Therapies you provide at, or deliver to, Patients' locations (i) whether from cash, check, credit or debit card, gift card or gift certificate, other credit transactions, or reimbursements, (ii) whether you collect the revenue or we or our affiliates collect the revenue on your behalf, (iii) regardless of the payer or source of funds, (iv) regardless of collection, and (v) regardless of when you actually provide the VC Offerings or other products or services in exchange for the revenue. If you receive any proceeds from any business interruption insurance applicable to loss of revenue at the VC Business, there shall be added to Gross Revenue an amount equal to the imputed gross revenue that the insurer used to calculate those proceeds. Gross Revenue does not include any sales or other taxes that you collect from Patients and pay directly to the appropriate taxing authority. You may not deduct payment provider fees (i.e., bank or credit card company fees), or any other consideration received (whether in the form of rebates, promotional allowances, or otherwise) from your Gross Revenue calculation. The Gross Revenues data included in this Item 19 does not include any rebates collected by franchisees or passed through to franchisees by us.

The data above reflects only Gross Revenues data and does not reflect any costs or expenses that must be deducted from Gross Revenues to obtain a net income or net profit figure. Franchisees are not required to report this data to us, and we do not have these operating costs for franchisees.

We calculated the figures in the tables in these financial performance representations using financial reports submitted by franchisees.

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

Other than the preceding financial information 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 Brett Dethmers, 12 Cadillac Drive, Unit 230, Brentwood, Tennessee 37027, (601) 703-7240, 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 to 2024**

<b>Outlet Type</b>	<b>Year</b>	<b>Outlets at the Start of the Year</b>	<b>Outlets at the End of the Year</b>	<b>Net Change</b>
Franchised	2022	53	63	+10
	2023	63	74	+11
	2024	74	108	+34
Company-Owned	2022	0	2	+2
	2023	2	2	0
	2024	2	2	0
<b>Total Outlets</b>	<b>2022</b>	<b>53</b>	<b>65</b>	<b>+12</b>
	<b>2023</b>	<b>65</b>	<b>76</b>	<b>+11</b>
	<b>2024</b>	<b>76</b>	<b>110</b>	<b>+34</b>

**Table 2 - Transfers of Outlets from Franchisees to New Owners  
(Other than Ours) for Years 2022 to 2024**

<b>State</b>	<b>Year</b>	<b>Number of Transfers</b>
Alabama	2022	1
	2023	0
	2024	2
Arkansas	2022	0
	2023	0
	2024	1
Arizona	2022	0
	2023	0
	2024	1
Colorado	2022	0
	2023	0
	2024	3
Florida	2022	0
	2023	0
	2024	1