

## 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 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.

Presented below are historic gross revenue and gross profit percentage figures for certain Caring Transitions franchises for the one-year periods ending December 31, 2021, December 31, 2022, December 31, 2023, and December 31, 2024. The data is presented by quartile and then cumulatively. Only data from franchises that were open for the entire year are included in the table. The information has been extracted from financial reports submitted to us by our franchisees. The financial reports submitted to us were prepared by the franchisee in most cases, not reviewed or audited by an independent accountant. We have not audited or independently verified this information.

### GROSS RECEIPTS AND PROFIT PERCENTAGE BY QUARTILE

First Quartile of Franchises	Year Ending 12/31/2021	Year Ending 12/31/2022	Year Ending 12/31/2023	Year Ending 12/31/2024
<b>Average Gross Receipts</b>	\$606,166.45	\$633,235.64	\$669,658.61	\$655,439.73
<b>Median Gross Receipts</b>	\$521,607.16	\$509,928.49	\$590,638.01	\$572,548.85
<b>Highest Gross Receipts</b>	\$2,571,645.75	\$2,714,401.00	\$2,454,270.00	\$2,549,600.00
<b>Lowest Gross Receipts</b>	\$395,912.76	\$390,847.70	\$402,331.00	\$359,444.24
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	30%	30%	33%	30%
<b>Average Gross Profit %</b>	63%	62%	62%	64%
<b>Highest Gross Profit %</b>	97%	96%	93%	93%
<b>Median Gross Profit %</b>	64%	62%	64%	65%
<b>Lowest Gross Profit %</b>	27%	17%	15%	12%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	52%	49%	50%	57%
<b># of Franchises</b>	46	53	58	63

Second Quartile of Franchises	Year Ending 12/31/2021	Year Ending 12/31/2022	Year Ending 12/31/2023	Year Ending 12/31/2024
<b>Average Gross Receipts</b>	\$306,361.73	\$311,961.78	\$296,060.74	\$275,970.51
<b>Median Range of Gross Receipts</b>	\$302,264.16	\$315,602.98	\$299,690.02	\$269,960.90
<b>Highest Gross Receipts</b>	\$395,420.54	\$382,465.66	\$400,942.09	\$358,068.96
<b>Lowest Gross Receipts</b>	\$218,375.26	\$225,868.00	\$209,758.24	\$202,811.24
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	48%	49%	53%	46%
<b>Average Gross Profit %</b>	56%	54%	59%	64%
<b>Highest Gross Profit %</b>	100%	100%	100%	100%
<b>Median Gross Profit %</b>	56%	57%	63%	67%
<b>Lowest Gross Profit %</b>	15%	5%	18%	12%

<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	52%	55%	58%	54%
<b># of Franchises</b>	46	53	58	63

Third Quartile of Franchises	Year Ending 12/31/2021	Year Ending 12/31/2022	Year Ending 12/31/2023	Year Ending 12/31/2024
<b>Average Gross Receipts</b>	\$153,447.00	\$145,821.74	\$153,158.32	\$150,813.35
<b>Median Gross Receipts</b>	\$155,067.05	\$147,175.33	\$153,647.64	\$152,485.32
<b>Highest Gross Receipts</b>	\$216,496.79	\$224,946.96	\$206,412.78	\$200,604.37
<b>Lowest Gross Receipts</b>	\$101,500.89	\$93,847.00	\$104,954.05	\$112,126.66
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	51%	58%	51%	52%
<b>Average Gross Profit %</b>	59%	57%	64%	65%
<b>Highest Gross Profit %</b>	100%	100%	100%	100%
<b>Median Gross Profit %</b>	58%	78%	64%	63%
<b>Lowest Gross Profit %</b>	2%	59%	13%	13%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	45%	58%	49%	44%
<b># of Franchises</b>	47	52	57	63

Fourth Quartile of Franchises	Year Ending 12/31/2021	Year Ending 12/31/2022	Year Ending 12/31/2023	Year Ending 12/31/2024
<b>Average Gross Receipts</b>	\$56,216.58	\$61,074.36	\$67,545.89	\$55,717.66
<b>Median Gross Receipts</b>	\$54,760.85	\$63,904.61	\$67,676.61	\$57,629.59
<b>Highest Gross Receipts</b>	\$101,313.26	\$93,099.46	\$104,673.41	\$111,848.00
<b>Lowest Gross Receipts</b>	\$14,199.28	\$13,235.16	\$9,757.96	\$4,625.00
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	45%	56%	51%	52%
<b>Average Gross Profit %</b>	65%	42%	67%	71%
<b>Highest Gross Profit %</b>	100%	58%	100%	100%
<b>Median Gross Profit %</b>	66%	47%	68%	70%
<b>Lowest Gross Profit %</b>	6%	3%	12%	16%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	51%	83%	51%	84%
<b># of Franchises</b>	47	52	57	64

Cumulative Franchises	Year Ending 12/31/2021	Year Ending 12/31/2022	Year Ending 12/31/2023	Year Ending 12/31/2024
<b>Average Gross Receipts</b>	\$278,658.52	\$290,853.97	\$299,399.69	\$284,485.31
<b>Median Gross Receipts</b>	\$216,496.79	\$225,868.00	\$210,235.79	\$202,811.24
<b>Highest Gross Receipts</b>	\$2,571,645.75	\$2,714,401.00	\$2,454,270.00	\$2,549,600.00
<b>Lowest Gross Receipts</b>	\$14,199.28	\$13,235.16	\$9,757.96	\$4,625.00
<b>Number of franchises that attained or surpassed Average Gross Receipts</b>	81	88	87	87
<b>Percentage of franchises that attained or surpassed Average Gross Receipts</b>	44%	42%	38%	34%
<b>Highest Gross Profit %</b>	100%	100%	100%	100%

<b>Average Gross Profit %</b>	60%	59%	63%	63%
<b>Median Gross Profit %</b>	60%	59%	64%	65%
<b>Lowest Gross Profit %</b>	2%	3%	12%	12%
<b>Percentage of franchises that attained or surpassed Average Gross Profit %</b>	48%	50%	53%	53%
<b># of Franchises</b>	186	210	230	253

There were 372 Caring Transitions franchises in operation as of December 31, 2024, of which 253 were in operation for the entire year. There were 314 Caring Transitions franchises in operation as of December 31, 2023, of which 230 were in operation for the entire year. There were 272 Caring Transitions franchises in operation as of December 31, 2022, of which 210 were in operation for the entire year. There were 240 Caring Transitions franchises in operation as of December 31, 2021, of which 186 were in operation for the entire year.

There were 372 Caring Transitions franchises (each franchise consists of a single franchise territory) in operation as of December 31, 2024, which were owned by 273 franchise owners. Of these, 204 franchise owners were in operation for the entire year. Presented below are historic gross revenue and gross profit percentage figures for certain franchise owners for the one-year period ending December 31, 2024. The data is presented by quartile and then cumulatively. Only data from franchise owners that were open for the entire year are included in the table.

<b>First Quartile of Franchise Owners</b>	<b>Year Ending 12/31/2024</b>
<b>Average Gross Receipts</b>	\$880,330.32
<b>Median Gross Receipts</b>	\$685,019.00
<b>Highest Gross Receipts</b>	\$2,936,858.88
<b>Lowest Gross Receipts</b>	\$467,707.84
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	47%
<b>Average Gross Profit %</b>	63%
<b>Highest Gross Profit %</b>	90%
<b>Median Gross Profit %</b>	65%
<b>Lowest Gross Profit %</b>	14%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	50%
<b># of Franchises</b>	51

<b>Second Quartile of Franchise Owners</b>	<b>Year Ending 12/31/2024</b>
<b>Average Gross Receipts</b>	\$347,041.05
<b>Median Range of Gross Receipts</b>	\$351,346.29
<b>Highest Gross Receipts</b>	\$476,276.96
<b>Lowest Gross Receipts</b>	\$240,434.89
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	53%
<b>Average Gross Profit %</b>	66%
<b>Highest Gross Profit %</b>	99%

<b>Median Gross Profit %</b>	66%
<b>Lowest Gross Profit %</b>	37%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	50%
<b># of Franchises</b>	51

<b>Third Quartile of Franchise Owners</b>	<b>Year Ending 12/31/2024</b>
<b>Average Gross Receipts</b>	\$168,369.89
<b>Median Gross Receipts</b>	\$168,675.91
<b>Highest Gross Receipts</b>	\$238,168.91
<b>Lowest Gross Receipts</b>	\$112,771.00
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	50%
<b>Average Gross Profit %</b>	65%
<b>Highest Gross Profit %</b>	100%
<b>Median Gross Profit %</b>	64%
<b>Lowest Gross Profit %</b>	13%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	47%
<b># of Franchises</b>	51

<b>Fourth Quartile of Franchise Owners</b>	<b>Year Ending 12/31/2024</b>
<b>Average Gross Receipts</b>	\$55,595.00
<b>Median Gross Receipts</b>	\$57,629.59
<b>Highest Gross Receipts</b>	\$112,126.66
<b>Lowest Gross Receipts</b>	\$2,400.00
<b>Percentage of franchisees that attained or surpassed Average Gross Receipts</b>	50%
<b>Average Gross Profit %</b>	73%
<b>Highest Gross Profit %</b>	100%
<b>Median Gross Profit %</b>	77%
<b>Lowest Gross Profit %</b>	16%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	57%
<b># of Franchises</b>	51

<b>Cumulative Franchise Owners</b>	<b>Year Ending 12/31/2024</b>
<b>Average Gross Receipts</b>	\$362,447.98
<b>Median Gross Receipts</b>	\$240,434.89
<b>Highest Gross Receipts</b>	\$2,936,858.88
<b>Lowest Gross Receipts</b>	\$2,400.00
<b>Number of franchisees that attained or surpassed Average Gross Receipts</b>	72

<b>Percentage of franchises that attained or surpassed Average Gross Receipts</b>	35%
<b>Highest Gross Profit %</b>	100%
<b>Average Gross Profit %</b>	67%
<b>Median Gross Profit %</b>	67%
<b>Lowest Gross Profit %</b>	13%
<b>Percentage of franchisees that attained or surpassed Average Gross Profit %</b>	50%
<b># of Franchise Owners</b>	204

For purposes of this Item 19, "Gross Receipts" means the total of all income arising from the operation of the franchised business. Gross Receipts does not include the amount of refunds and discounts made to clients, or the amount of sales or excise taxes that are separately stated and that the franchisee is required to and does collect from clients and pays to the appropriate taxing authority. "Gross Profit" means Gross Receipts minus direct costs.

We strongly suggest that you consult a financial advisor or accountant for assistance in reviewing the table and in preparing your own financial projections, and for advice about the income and other taxes you will incur in operating a Caring Transitions franchise and the effect of non-cash expenses such as depreciation and amortization on your business.

**Some of our franchisees have sold this amount. There is no assurance that you'll do as well.**

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

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 Jeffrey D. Siehl, General Counsel/Vice President, 4755 Lake Forest Drive, Suite 100, Cincinnati, Ohio 45242, (513) 999-9893, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

Table No. 1

Systemwide Outlet Summary  
For Years 2022 to 2024

Outlet Type	Year	Outlets at Start of Year	Outlets at the End of Year	Net Change
Franchised	2022	240	272	+32
	2023	272	314	+42
	2024	314	372	+58
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	240	272	+32
	2023	272	314	+42
	2024	314	372	+58

Table No. 2

Transfers of Franchised Outlets from Franchisees to New Owners (other than the Franchisor)  
For years 2022 through 2024

STATE	YEAR	NUMBER OF TRANSFERS
CALIFORNIA	2022	0
	2023	5
	2024	0
FLORIDA	2022	0
	2023	1
	2024	2
GEORGIA	2022	0
	2023	0
	2024	2
ILLINOIS	2022	0
	2023	0
	2024	1
INDIANA	2022	0
	2023	1
	2024	0
IOWA	2022	1
	2023	0
	2024	0
KENTUCKY	2022	0
	2023	0
	2024	1