

<b>Provision</b>	<b>Section in franchise or other agreement</b>	<b>Summary</b>
s. Modification of the agreement	13.1	No modification except by written agreement of both parties.
t. Integration/merger clause	13.12	Subject to local state law, only the terms of the Franchise License Agreement are binding; any other promises may not be enforceable; representations made in the Franchise Disclosure Document are not disclaimed.
u. Dispute resolution by arbitration or mediation	12, 13 and 14	All disputes must be mediated with the mediation held at a mutually convenient time and place and the cost being shared equally by the parties. If mediation is unsuccessful, most disputes will be resolved by arbitration.
v. Choice of forum	13.11 and 14	Litigation must be in Sumner County Circuit or Chancery Court or the United States District Court, Middle District of Tennessee unless local state law supersedes this provision. Arbitration proceedings will be conducted at a suitable location chosen by the arbitrator that is within 40 miles of where franchisor has its principal business address at the time the arbitration demand is filed.
w. Choice of law	13.10 and 14	Tennessee law applies unless local state law supersedes this provision. Matters relating to arbitration will be governed by the United States Federal Arbitration Act (9 U.S.C. §§ 1 <u>et seq.</u> )

## **ITEM 18 PUBLIC FIGURES**

We do not 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 this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

We do not make any 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 John Sooker,

President of Servpro Industries, LLC, 801 Industrial Boulevard, Gallatin, Tennessee 37066, 615-451-0200, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20 OUTLETS AND FRANCHISEE INFORMATION

The numbers in the tables are as of December 31 in each year.

Table No. 1

### Systemwide Outlet Summary For Years 2022 to 2024

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at the Start of the Year	Column 4 Outlets at the End of the Year	Column 5 Net Change
Franchised	2022	1960	2114	+154
	2023	2114	2202	+88
	2024	2202	2286	+84
Company Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	1960	2114	+154
	2023	2114	2202	+88
	2024	2202	2286	+84

*[Table No. 2 begins on next page]*