

<b>Provision</b>	<b>Section in Multi-Unit Development Agreement</b>	<b>Summary</b>
r. Non-competition covenants after the Multi-Unit Development Agreement is terminated or expires	Not Applicable	Not Applicable.
s. Modification of the Multi-Unit Development Agreement	Section 11	Not Applicable.
t. Integration/merger clause	Section 11	Only the terms of the Multi-Unit Development Agreement and other related written agreements are binding (subject to applicable state law). Any representations or promises made outside this Franchise Disclosure Document and the Multi-Unit Development Agreement may not be enforceable.
u. Dispute resolution by arbitration	Section 16	Except for certain claims, all disputes must be mediated and arbitrated in the city closest to our principal place of business (currently, West Palm Beach, Florida), subject to applicable state law.
v. Choice of forum	Section 16	All disputes must be mediated, arbitrated, and if applicable, litigated in the city closest to our principal place of business (currently, West Palm Beach, Florida), subject to applicable state law.
w. Choice of law	Section 16	Florida law applies, subject to applicable state law.

## **ITEM 18 PUBLIC FIGURES**

We use no public figure to promote the Franchise, although you are not restricted from doing so.

## **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, and/or affiliate-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: (a) a franchisor provides the actual records of an existing outlet you are considering buying; or (b) 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.

The financial performance representation information in this Item 19 includes certain financial performance information relating to our Centers' operation in calendar year 2024. We obtained 100% of the gross sales data for the Centers listed in the Center Sales Table and the other financial performance representations included in this Item 19 from monthly sales reported to us by the Centers. The monthly sales reports have not been audited by certified public accountants nor have we sought to independently verify their accuracy for purposes of the financial performance representations. Not all Centers properly reported sales in 2024.

The financial performance representations include annual gross revenues of Centers for the year 2024. "Gross Revenues" means all revenues from the sale of products or services, except sales taxes are excluded and refunds and credits are deducted (to the extent the refund or credit represents amounts previously included in gross revenues).

### **System Gross Revenues of Open Intelligent Office Locations**

The disclosure in the below table contains historical information related to Gross Revenues for our Intelligent Office locations in operation during calendar year 2024. We obtained 100% of the Gross Revenues data for the franchisees represented from monthly Gross Revenues reported to us by franchisees in their Royalty Reports. The Gross Revenues results shown below are a historic representation for 43 franchisees located in the United States and Canada, which have been open for one full calendar year or more as of December 31, 2024 and reported Gross Revenues to Intelligent Office every month in calendar year 2024. Ten (10) were excluded for not reporting their sales properly for every month in calendar year 2024. The Gross Revenues reports have not been audited by certified public accountants, nor have we sought to independently verify their accuracy for the purposes of the financial performance representations.

### **Gross Revenues by Square Footage**

<b>Square Footage Tiers</b>	<b>Locations</b>	<b>Average Gross Revenues</b>	<b>Median Gross Revenues</b>	<b>Highest Gross Revenues</b>	<b>Lowest Gross Revenues</b>
Over 6,500 Square Feet	19	\$727,196	\$616,514	\$1,298,654	\$425,750
Under 6,500 Square Feet	24	\$502,364	\$462,939	\$1,278,328	\$216,701

### **Key Performance Indicators of Intelligent Office Locations**

The disclosures in the below table contain information related to the square footage for 43 Intelligent Office locations that reported their occupancy rates and number of private offices. Ten (10) Offices were excluded for not reporting their occupancy rates or private offices. The below chart shows the open locations by location name, months open, the rounded total square feet, the Gross Revenues for 2024, and the sales per square feet. The (private offices) column refers to the total number of office spaces available to each location and the (average leads/month) column refers to the average number of leads that each franchisee received every month. The (peak occupancy) column refers to the highest occupancy rate month each location saw in their location in 2024.

<b>Location</b>	<b>Months Open</b>	<b>Total Sq Ft.</b>	<b>2024 Gross Sales</b>	<b>Sales Per Sq Ft.</b>	<b>Average Leads/ Month</b>	<b>Private Offices</b>	<b>Peak Occupancy</b>
Boulder, CO	345	8,843	\$1,000,405	\$113.13	18	33	91%

Location	Months Open	Total Sq Ft.	2024 Gross Sales	Sales Per Sq Ft.	Average Leads/ Month	Private Offices	Peak Occupancy
Cherry Creek, CO	326	5,562	\$572,811	\$102.99	13	14	93%
Denver, CO	304	3,213	\$337,647	\$105.09	13	7	100%
Cincinnati, OH	294	5,242	\$598,238	\$114.12	21	11	100%
Roswell, GA	291	4,989	\$564,504	\$113.15	9	58	87%
Sandy Springs, GA	289	4,617	\$486,510	\$105.37	12	12	100%
El Paso West Remcon, TX	264	8,000	\$453,734	\$56.72	13	13	100%
Troy, MI	256	7,364	\$810,299	\$110.04	34	18	100%
Rockville, MD	254	6,432	\$1,278,328	\$198.75	23	18	100%
Marlton, NJ	251	6,966	\$425,750	\$61.12	18	17	100%
Tucson, AZ	251	4,348	\$770,002	\$177.09	36	9	100%
Walnut Creek, CA	243	6,739	\$737,584	\$109.45	14	17	100%
Tysons Corner, VA	235	20,443	\$932,162	\$45.60	28	50	90%
Ontario - North York	235	6,508	\$557,795	\$85.71	34	17	100%
Washington DC - International Square	229	6,542	\$1,158,784	\$177.13	24	15	93%
Melville, NY	222	7,312	\$697,019	\$95.33	17	17	100%
Ontario - First Canadian Place	215	8,655	\$1,298,654	\$150.05	47	24	100%
Arlington, VA	209	6,312	\$385,430	\$61.06	5	14	100%
Palm Beach Gardens, FL	208	7,883	\$1,174,827	\$149.03	13	25	100%
Lakewood, CO	199	4,386	\$317,773	\$72.45	18	12	100%
Ontario - Oakville	197	7,240	\$616,514	\$85.15	29	24	88%
El Paso East George D, TX	193	4,000	\$216,701	\$54.18	15	13	100%
Fairfax, VA	193	5,715	\$599,716	\$104.94	11	16	100%
Ontario - Hamilton	193	4,752	\$252,116	\$53.05	11	11	100%
Alexandria, VA	190	7,250	\$562,595	\$77.60	31	23	100%
Oro Valley, AZ	190	7,385	\$512,269	\$69.37	10	13	100%
Ontario - Hudson's Bay Centre	177	7,570	\$561,727	\$74.20	32	19	95%
Ontario - Vaughan	175	5,904	\$469,170	\$79.47	26	17	100%

Location	Months Open	Total Sq Ft.	2024 Gross Sales	Sales Per Sq Ft.	Average Leads/ Month	Private Offices	Peak Occupancy
Ontario - Yonge Eglinton Centre	166	8,140	\$762,944	\$93.73	42	21	100%
Alberta - Edmonton	163	6,338	\$385,204	\$60.78	28	18	100%
San Diego, CA	154	5,255	\$566,087	\$107.72	22	14	93%
San Francisco, CA	153	4,789	\$783,965	\$163.70	12	9	100%
Boston, MA	150	4,841	\$583,885	\$120.61	9	12	92%
Philadelphia, PA	145	5,372	\$618,288	\$115.09	35	15	80%
Boise, ID	122	7,036	\$542,580	\$77.11	14	21	81%
Princeton, NJ	122	4,062	\$386,641	\$95.18	13	11	100%
Jacksonville, FL	119	7,062	\$557,689	\$78.97	20	18	94%
Nashville, TN	112	5,160	\$456,708	\$88.51	11	14	100%
Dallas, TX	95	5,871	\$410,636	\$69.94	26	12	100%
Minneapolis, MN	81	6,483	\$351,503	\$54.22	21	18	91%
Westminster, CO	81	5,090	\$328,440	\$64.53	21	15	100%
Burlingame, CA	64	7,511	\$453,394	\$60.36	13	11	100%
Ponte Vedra, FL	36	5,803	\$336,436	\$57.98	18	18	100%
Total	8,395	278,985	\$25,873,461	N/A	N/A	764	N/A
Average	195	6,488	\$601,708	\$ 95.58	20	18	97%
Median	193	6,338	\$561,727	\$88.51	18	16	100%
% Above or Equal to Average	49%	44%	33%	42%	47%	37%	70%
% Below Average	51%	56%	67%	58%	53%	63%	30%

### **Mix of Revenue – Intelligent Office**

The disclosures in the table below contain historical information related to the revenue for 44 Intelligent Office locations that reported a breakdown of their revenue streams during 2024. The chart below shows the breakdown of the Intelligent Office locations average revenue categorized by various revenue streams. “Dedicated Office/Desk” revenue refers to revenue derived from dedicated offices and dedicated desks. “Service” revenue refers to revenue derived from custom phone answering and Intelligent Assistant services. “Mailbox” revenue refers to revenue derived from all mail services including, but not limited to, physical box, virtual mail, forwarding, and scanning. “Meeting Room” revenue refers to revenue derived from all conference rooms and day offices.

Revenue Type	% of Revenue
Dedicated Office/Desk	43.6%
Service	34.2%
Mailbox	15.9%

Revenue Type	% of Revenue
Meeting Room	6.3%

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

**Some outlets achieved these results. Your individual results may differ. There is no assurance you will achieve these results.**

Other than this Item 19, 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 immediately to the franchisor's management by contacting Mark D. Nichols, Esq., General Counsel, 2121 Vista Parkway, West Palm Beach, Florida 33411, (561)-640-5570, the Federal Trade Commission, and the appropriate state regulatory agencies.

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**ITEM 20**  
**OUTLETS AND FRANCHISE INFORMATION**

**Table 1**  
**System-wide Outlet Summary**  
**For Years 2022 – 2024\***

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	41	45	+4
	2023	45	43	-2
	2024	43	41	-2
Company-Owned	2022	3	0	-3
	2023	0	0	0
	2024	0	0	0
Total	2022	44	45	+1
	2023	45	43	-2
	2024	43	41	-2

\* Please note that the reporting periods for this Item 20 have been adjusted to align with our fiscal year end of December 31. Accordingly, in this Item 20:

“2024” refers to the period January 1, 2024 – December 31, 2024;

“2023” refers to the period October 1, 2022 – December 31, 2023; and

“2022” refers to the period October 1, 2021 – September 30, 2022.

**Table 2**  
**Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)**  
**For Years 2022 – 2024\***

State	Year	Number of Transfers
Colorado	2022	4
	2023	0
	2024	0
Illinois	2022	1
	2023	0
	2024	0
Minnesota	2022	1
	2023	0
	2024	0
Nevada	2022	0
	2023	1
	2024	0
North Carolina	2022	0
	2023	1
	2024	0
Total	2022	6
	2023	2
	2024	0