

Provision	Section in Franchise Agreement	Summary
r. Non-competition covenants after the franchise is terminated or expires	Section 14.3	No competing business for 2 years within the Franchised Area, within a radius of 25 miles from the boundary of the Franchised Area, within any other FirstLight Home Care Business' franchised area, or within a radius of 10 miles from the boundary of any other FirstLight Home Care Business' franchised area (subject to state law).
s. Modification of the agreement	Section 17.1	No modifications generally unless in writing signed by both parties, but FirstLight Home Care System and Operations Manual subject to change by us in our sole discretion.
t. Integration/merger clause	Section 17.1	Only the terms of the Franchise Agreement are binding (subject to state law). Any representations or promises outside of the Disclosure Document and Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	Sections 15.1 and 15.2	First mediation and then binding arbitration before the American Arbitration Association ("AAA") at FirstLight Home Care's headquarters (currently, Cincinnati, OH) or at the AAA's office closest to FirstLight Home Care's headquarters (subject to state law). Nothing precludes FirstLight Home Care's right to seek injunctive relief before any court of competent jurisdiction.
v. Choice of forum	Section 15.3	Litigation must be filed in Hamilton County, Ohio or the Southern District of Ohio (subject to state law).
w. Choice of law	Section 17.3	Ohio law applies (subject to state law).

ITEM 18 PUBLIC FIGURES

We do not use any public figure to promote the franchise.

ITEM 19 FINANCIAL PERFORMANCE REPRESENTATIONS

The Federal Trade Commission'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.

The first table below describes the "Gross Revenue" reported to us by franchisees for the 12-month period ended December 31, 2024 (the "Reporting Period") by the number of months in operation as of

December 31, 2024. As of December 31, 2024, there were 238 franchised FirstLight Home Care territories in operation. We have included information from 176 of those 238 franchised FirstLight Home Care territories. We excluded 62 franchised FirstLight Home Care territories for the following reasons: 39 locations that opened in 2024, 21 locations that did not follow the 2 full-time person model (as required in the Franchise Agreement) and 2 locations that had inaccurate revenue reporting. The tables below also do not include information from 4 franchised FirstLight Home Care territories that closed during 2024 (all of which had been operating for more than 12 months upon closure). These 176 franchised FirstLight Home Care territories are referred to in this Item 19 as the “Item 19 Territories in Business.”

For purposes of the first table below, “Gross Revenue” means that revenue for the calendar year 2024 on which a franchisee pays royalty fees (which is referred to as “Gross Revenue” in the Franchise Agreement). This is the total amount of money the franchisee and its owners receive for all goods and services rendered in connection with the Marks, and all other income of any kind derived directly or indirectly in connection with the operation of the Item 19 Business. We have not audited the figures below.

# of Months in Operation as of 12/31/24	# of Territories in Business	Average Gross Revenue	Median Gross Revenue	Highest Gross Revenue	Lowest Gross Revenue	# of Territories in Businesses Met or Exceeded Average
12-24 Months	18	\$ 1,118,855.01	\$ 690,243.83	\$ 2,046,210.82	\$ 191,499.19	4 (22%)
24-36 Months	10	\$ 1,043,743.91	\$ 752,682.74	\$ 2,407,250.92	\$ 303,884.18	4 (40%)
36+ Months	148	\$ 1,671,879.24	\$ 1,237,319.94	\$ 7,800,592.60	\$ 249,199.30	52 (35%)
12 + Months	176	\$ 1,626,515.04	\$ 1,134,060.65	\$ 7,800,592.60	\$ 191,499.19	56 (32%)

The table below discloses certain information reported to us by 132 FirstLight Home Care Item 19 Territories that use our currently designated CMS (the “Designated Territories”). The remaining 44 FirstLight Home Care Item 19 Territories do not use our currently designated CMS and therefore, we do not have access to that information for such FirstLight Home Care territories.

The chart below discloses the number of clients billed, the rate billed, the number of paid caregivers on staff, and the average hourly pay rate for Designated Territories during the Reporting Period.

	Billed Clients	Bill Rate	Paid Caregivers	Pay Rate
Median	32	\$37.51	44	\$15.77
Average	43	\$40.40	54	\$16.16
Min	1	\$20.55	1	\$10.43
Max	373	\$76.71	223	\$24.68

Some franchised FirstLight Home Care businesses have earned these amounts. Your individual results may differ. There is no assurance that you’ll earn these amounts.

Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable 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 Glee McAnanly, President, FirstLight HomeCare Franchising, LLC, 7870 East Kemper Rd., Suite 400, Cincinnati, Ohio 45249, (513) 766-8402, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20
OUTLETS AND FRANCHISEE INFORMATION

TABLE NO. 1
SYSTEMWIDE OUTLET SUMMARY
FOR FISCAL 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	183	195	+12
	2023	195	203	+8
	2024	203	238	+35
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	183	195	+12
	2023	195	203	+8
	2024	203	238	+35

TABLE NO. 2
TRANSFERS OF OUTLETS FROM FRANCHISEES
TO NEW OWNERS (OTHER THAN THE FRANCHISOR)
FOR FISCAL YEARS 2022 TO 2024

State	Year	Number of Transfers
Arizona	2022	0
	2023	1
	2024	1
California	2022	1
	2023	0
	2024	1