

## **ITEM 18 PUBLIC FIGURES**

We have not paid any compensation or other benefit to a public figure for the use of their endorsement or recommendation of the franchise to prospective franchisees.

## **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.

### **FPR#1- Affiliate Company Stores 2024**

As of December 31, 2024, we had 2 affiliate company store outlets, both of which operated for the 2024 calendar year. Below, we set forth the Gross Revenues of these 6 franchised outlets for the 2024 calendar year.

#### **Outlet #1: Hampton/ Newport News/ Williamsburg/ Yorktown, VA**

<b>Hampton/ Newport News/ Williamsburg/ Yorktown, VA</b>	
<b>Year Opened: 2016</b>	
<b>Territory Size: 407,015</b>	
<b>Gross Revenue</b>	<b>\$770,636</b>
<i>Less Expense Adjustments that would be incurred if this were a franchised outlet:</i>	
<i>Royalties (5%)</i>	(\$38,532)
<i>Local Advertising (\$500/month)</i>	(\$6,000)
<i>System Advertising Fee (the greater of \$400/month or 1% of Gross Revenues)</i>	(\$7,706)
<i>National Operations Command Center (NOCC) Fee (the greater of \$500/month or 1% of Gross Revenues)</i>	(\$7,706)
<i>Technology Fee (the greater of \$1,000/month or 1% of Gross Revenues)</i>	(\$12,000)
<b>Total Franchisee Expenses</b>	<b>\$71,944</b>
<b>Adjusted Gross Revenues as if a Franchised Outlet</b>	<b>\$698,692</b>

**Outlet #2: Chesapeake/ Norfolk/ Portsmouth/Suffolk/ Virginia Beach, VA**

<b>Chesapeake/ Norfolk/ Portsmouth/ Suffolk/ Virginia Beach, VA</b>	
<b>Year Opened: 2016</b>	
<b>Territory Size: 1,041,037</b>	
<b>Gross Revenue</b>	<b>\$1,981,635</b>

<i>Less Expense Adjustments that would be incurred if this were a franchised outlet:</i>	
<i>Royalties (5%)</i>	(\$99,082)
<i>Local Advertising (\$500/month)</i>	(\$6,000)
<i>System Advertising Fee (the greater of \$400/month or 1% of Gross Revenues)</i>	(\$19,816)
<i>National Operations Command Center (NOCC) Fee (the greater of \$500/month or 1% of Gross Revenues)</i>	(\$19,816)
<i>Technology Fee (the greater of \$1,000/month or 1% of Gross Revenues)</i>	(\$12,000)
<b>Total Franchisee Expenses</b>	<b>\$156,714</b>

<b>Adjusted Gross Revenues as if a Franchised Outlet</b>	<b>\$1,824,921</b>
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**Notes Applicable to Tables in FPR #1:**

Apportionment of Gross Revenue: The books and records of Outlet #1 (Hampton/ Newport News, Williamsburg, Yorktown, VA) and Outlet #2 (Chesapeake/ Norfolk/ Portsmouth/Suffolk/ Virginia Beach, VA) are kept as one set of books and records. The Gross Revenues of each outlet was estimated by apportioning total Gross Revenue for both outlets by the proportion of population residing in each territory (72% in Outlet #1 and 28% in Outlet #2).

Material financial and operational differences between the affiliated company outlet and a franchised outlet: There are operational differences between the company outlets whose results are reported in the table above and a franchised outlet that you would operate.

The affiliate company store outlets opened in 2016 and operate the territory sizes shown in the tables above.

In addition, there are financial differences. A franchised outlet would incur Royalties (5% of Gross Revenues) and have a Local Advertising spend requirement of \$500 per month, a System Advertising Fee (the greater of \$250/month or 1% of Gross Revenues), a National Operations Command Center (NOCC) Fee (the great of \$500/month or 1% of Gross Revenues), and a Technology Fee (the greater of \$1,000/month or 1% of Gross Revenues).

**FPR#2- Franchisee Outlets 2024**

As of December 31, 2024, we had 7 franchised outlets, all of which operated for the entire 2024 calendar year, though two of them (Northern, VA and Richmond, VA) changed franchise owners part way through the year. Below, we set forth the Gross Revenues of these 7 franchised outlets for the 2024 calendar year.

### Outlet #1: North Dallas, TX

<b>North Dallas, TX</b>	
<b>Year Opened:</b>	2021
<b>Territory Size:</b>	3,546,181
<b>Gross Revenue</b>	<b>\$1,241,495</b>

### Outlet #2: South Dallas, TX

<b>South Dallas, TX</b>	
<b>Year Opened:</b>	2021
<b>Territory Size:</b>	1,379,496
<b>Gross Revenue</b>	<b>\$482,804</b>

### Outlet #3: Houston, TX

<b>Houston, TX</b>	
<b>Year Opened:</b>	2022
<b>Territory Size:</b>	2,705,225
<b>Gross Revenue</b>	<b>\$908,780</b>

### Outlet #4: Richmond, VA

<b>Richmond, Virginia</b>	
<b>Year Opened:</b>	Orig. 2021 current owner 2024
<b>Territory Size: 1,500,000</b>	1,500,000
<b>Gross Revenue</b>	<b>\$530,949</b>

### Outlet #5: Central Florida

<b>Central Florida</b>	
<b>Year Opened:</b>	2018
<b>Territory Size:</b>	\$4,562,201
<b>Gross Revenue</b>	<b>\$404,126</b>

### Outlet #6: Phoenix, AZ

<b>Phoenix, AZ</b>	
<b>Year Opened:</b>	Orig. 2017, current owner 2021
<b>Territory Size:</b>	<b>1,175,326</b>
<b>Gross Revenue</b>	<b>\$199,154</b>

### Outlet #7: Northern Virginia

<b>Northern Virginia</b>	
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<b>Year Opened:</b>	Orig. 2017, current owner 2024
<b>Territory Size:</b>	<b>514,000</b>
<b>Gross Revenue</b>	<b>\$168,997</b>

**Notes Applicable to Tables in FPR #2:**

**Apportionment of Gross Revenue:** The books and records of Outlet #1 (North Dallas) and Outlet #2 (South Dallas) are kept as one set of books and records. The Gross Revenues of each outlet was estimated by apportioning total Gross Revenue for both outlets by the proportion of population residing in each territory (72% in Outlet #1 and 28% in Outlet #2).

**Notes Applicable to All Tables:**

**Gross Revenue** means all of your revenue from operating the franchise, but excluding taxes collected from customers and paid to taxing authority, tips collected from customers and paid to employees, and reduced by the amount of any documented refunds, credits, allowances, and chargebacks the Business in good faith gives to customers.

The financial performance representation figures do not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of the costs and expenses you will incur in operating your franchised business. Franchisees or former franchisees, listed in the Franchise Disclosure Document, may be one source of this information.

Written substantiation for this financial performance representation is available to you upon reasonable written request.

**Some outlets have earned these amounts. Your individual results may differ. There is no assurance that you will earn as much.**

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 Brandon Dean, 133 Kempsville Road, Chesapeake, Virginia 23320; (757) 663-6400; the Federal Trade Commission; and the appropriate state regulatory agencies.

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**ITEM 20**  
**OUTLETS AND FRANCHISEE INFORMATION**

**Table 1**  
**System wide Outlet Summary**  
**For Years 2022 thru 2024**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	7	7	0
	2023	7	7	0
	2024	7	7	0
Company-Owned	2022	2	2	0
	2023	2	2	0
	2024	2	2	0
Total Outlets	2022	9	9	0
	2023	9	9	0
	2024	9	9	0

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

State	Year	Number of Transfers
Arizona	2022	0
	2023	0
	2024	0
Virginia	2022	0
	2023	0
	2024	2
Totals	2022	0
	2023	0
	2024	2