

<b>PROVISION</b>	<b>SECTION IN FRANCHISE AGREEMENT</b>	<b>SUMMARY</b>
v. Choice of forum	12.7, 12.8, and 12.10	Where CKFI's headquarters is located when the action is brought, which currently is Irvine, California (see State-Specific Disclosures in Exhibit A)
w. Choice of law	12.2	Ohio, with certain exceptions (see State-Specific Disclosures in Exhibit A)

## **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.

The table below is a historical financial performance representation, based on revenue reported by franchisees; we have not included in the table the revenues or expense information for the Franchised Businesses we operate on behalf of our affiliate, SDX. For purposes of the table below, "net revenue" means that revenue on which a franchisee pays royalty fees (but which is, in the Franchise Agreement, called "Gross Revenue"), that is, the total amount of money the franchisee and its owners receive for all goods sold 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 a Franchised Business, including Client deposits and payments for mileage charges but excluding sales tax and Client refunds.

The table shows information relating to all Franchised Businesses operating on August 31, 2024 that had been operating for at least one year and reported revenue for every month during the period September 1, 2023 through August 31, 2024 ("Reporting Period"). The table shows net revenue achieved during the Reporting Period by Franchised Businesses that had been operating the specified number of months. The last line in the table shows information relating to net revenue for the Reporting Period for all of the Franchised Businesses included in the table.

We used the Start Date for a Franchised Business as the date its operations began. Under a Start-up Agreement, the Start Date is the last day of the month following the month in which all of those persons designated in the Franchise Agreement: (1) successfully complete, as determined by us in our sole discretion, the initial training program; or (2) are required to complete the initial training program (60 days after the effective date of the Franchise Agreement), whichever is

earlier. Under an Expansion Agreement executed before January 1, 2007, the Start Date is the date of execution of the Expansion Agreement. Under an Expansion Agreement executed January 1, 2007 or after, the Start Date is 60 days after the date of execution of the Expansion Agreement.

For purposes of the net revenue shown in Table No. 1 and Table No. 2, we used the Gross Revenue figures from royalty reports the franchisees filed with us; these revenues are reported on a cash basis. While we have not audited this information or independently confirmed the royalty reports, we have no reason to believe that any franchisee would overstate its revenues to us.

**TABLE NO. 1**

<b>Number of Months in Operation (1)</b>	<b>Total # of Franchised Businesses (2)</b>	<b>Average Net Revenue</b>	<b>Number and Percentage of Franchised Businesses Meeting or Exceeding Average</b>	<b>Median Net Revenue</b>	<b>Highest Franchised Business Net Revenue</b>	<b>Lowest Franchised Business Net Revenue</b>
<b>85 or More</b>	474	\$1,357,282	145/31%	\$928,079	\$19,223,599	\$974
<b>73 or 84</b>	9	\$990,264	3/33%	\$932,851	\$2,690,865	\$328,721
<b>61 to 72</b>	5	\$756,326	1/20%	\$817,397	\$2,255,080	\$13,900
<b>49 to 60</b>	8	\$757,457	3/38%	\$815,027	\$1,935,392	\$109,617
<b>37 to 48</b>	7	\$1,093,095	2/29%	\$958,219	\$3,488,631	\$300,513
<b>25 to 36</b>	2	\$52,724	1/50%	\$57,167	\$69,517	\$35,931
<b>13 to 24</b>	12	\$385,133	2/17%	\$782,373	\$1,864,304	\$38,055
<b>All Franchised Businesses Open One Year or More Ending August 31, 2024</b>	517	\$1,304,611	157/30%	\$890,925	\$19,223,599	\$974

**Notes to Table No. 1:**

(1) Franchised Businesses operating 85 or more months had Start Dates before August 31, 2017. Franchised Businesses operating 73 to 84 months had Start Dates between September 1, 2017 and August 31, 2018. Franchised Businesses in each subsequent descending tier of months shown in this table had Start Dates one year later than those in the preceding tier.

(2) We have excluded the Franchised Businesses we manage on behalf of SDX because those Franchised Businesses have a different management structure for their operations than that typically used by franchisees (for example, use of CKFI as a management company, and use of general managers for regions). The total number of non-SDX Franchised Businesses that had been operating at least 12 months at August 31, 2024 is 517. The number in this column represents all non-SDX Franchised Businesses that reported revenue for every month during the Reporting Period and that had been operating for at least 12 months at August 31, 2024. The table excludes 12 Franchised Businesses that closed during the Reporting Period and 1 Franchised Businesses that reported no revenue or did not file a royalty report for one or more months during the Reporting Period. Each of the Franchised Businesses included in the table provided the homemaker/companionship services and personal care services that you must provide under the Franchise Agreement and most provided Personal Technology Services and Equipment under the SafetyChoice® program. There were 199 non-SDX Franchised Businesses that offered PDN Services during some or all of the Reporting Period.

**TABLE NO. 2**

<b>Quadrant</b>	<b>Number of Franchisees</b>	<b>Average Net Revenue</b>	<b>Median Net Revenue</b>	<b>Highest Franchisee Net Revenue</b>	<b>Lowest Franchisee Net Revenue</b>
<b>1</b>	50	\$8,495,121	\$6,605,994	\$28,164,524	\$3,705,770
<b>2</b>	50	\$2,776,063	\$2,747,458	\$3,702,656	\$1,890,177
<b>3</b>	50	\$1,533,467	\$1,547,458	\$1,887,969	\$1,192,129
<b>4</b>	50	\$685,026	\$636,338	\$1,143,091	\$13,900
<b>All</b>	200	\$3,372,419	\$1,889,073	\$28,164,524	\$13,900

**Notes to Table No. 2:**

(1) The total number of franchisees for the 517 non-SDX Franchised Businesses that had been operating at least 12 months at August 31, 2024 was 200. Many of our franchisees operate more than one Franchised Business. Table No. 2 summarizes financial performance of the 200 franchisees with Franchised Businesses that had been operating at least 12 months at August 31, 2024. Table No. 2 divides these 200 franchisees into four quadrants by financial performance, with Quadrant 1 representing the franchisees with the highest net revenue and Quadrant 4 representing the franchisees with the lowest net revenue.

(2) We have excluded the Franchised Businesses we manage on behalf of SDX because those Franchised Businesses have a different management structure for their operations than that typically used by franchisees (for example, use of CKFI as a management company, and use of general managers for regions). The data in Table No. 2 is derived from all non-SDX Franchised Businesses that reported revenue for every month during the Reporting Period and that had been

operating for at least 12 months at August 31, 2024. The table excludes data from 12 Franchised Businesses that closed during the Reporting Period and 1 Franchised Businesses that reported no revenue or did not file a royalty report for one or more months during the Reporting Period. Each of the franchisees' Franchised Businesses included in the table provided the homemaker/companionship services and personal care services that you must provide under the Franchise Agreement and most provided Personal Technology Services and Equipment under the SafetyChoice® program. There were 199 non-SDX Franchised Businesses that offered PDN Services during some or all of the Reporting Period.

**TABLE NO. 3**

<b>Number of Months in Operation</b>	<b>Total # of Franchised Businesses</b>	<b>Average Hours Yearly</b>	<b>Median Hours Yearly</b>	<b>Average Monthly Yearly</b>	<b>Median Hours Monthly</b>	<b>Average Weekly Yearly</b>	<b>Median Hours Yearly</b>
<b>85 or More</b>	474	41,348	28,268	3,446	2,356	795	544
<b>73 to 84</b>	9	30,144	17,162	2,512	1,430	580	330
<b>61 to 72</b>	5	18,342	16,641	1,529	1,387	353	320
<b>49 to 60</b>	8	18,410	14,997	1,534	1,250	354	288
<b>37 to 48</b>	7	29,837	28,404	2,486	2,367	574	546
<b>25 to 36</b>	2	1,672	1,672	139	139	32	32
<b>13 to 24</b>	12	13,004	6,794	1,084	566	250	131
<b>All Franchised Businesses Open One Year or More Ending August 31, 2024</b>	517	39,608	26,861	3,301	2,238	762	517

**Notes to Table No. 3:**

(1) Table No. 3 reports hourly performance of all Franchised Businesses that had been operating at least 12 months at August 31, 2024. One “hour” represents sixty minutes of service provided by a Franchised Business. The services provided include homemaker/companionship services, personal care services, and PDN Services provided by a caregiver, R.N., or office staff.

(2) Franchised Businesses operating 85 or more months had Start Dates before August 31, 2017. Franchised Businesses operating 73 to 84 months had Start Dates between September 1, 2017 and

August 31, 2018. Franchised Businesses in each subsequent descending tier of months shown in this table had Start Dates one year later than those in the preceding tier.

(3) We have excluded the Franchised Businesses we manage on behalf of SDX because those Franchised Businesses have a different management structure for their operations than that typically used by franchisees (for example, use of CKFI as a management company, and use of general managers for regions). The total number of non-SDX Franchised Businesses that had been operating at least 12 months at August 31, 2024 is 517. The number in this column represents all non-SDX Franchised Businesses that reported hours for every month during the Reporting Period and that had been operating for at least 12 months at August 31, 2024. The table excludes 12 Franchised Businesses that closed during the Reporting Period and 1 Franchised Businesses that reported no hours or did not report their hours for one or more months during the Reporting Period. Each of the Franchised Businesses included in the table provided the homemaker/companionship services and personal care services that you must provide under the Franchise Agreement and most provided Personal Technology Services and Equipment under the SafetyChoice® program. There were 199 non-SDX Franchised Businesses that offered PDN Services during some or all of the Reporting Period.

We will make available to you upon reasonable request written substantiation of the information contained in the table above.

The financial performance representations in the table do not reflect the costs of sales, and none of the financial performance representations in the table reflect all of the 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. The net revenue and net profit of your Franchised Business will depend on many factors, including the prices you charge for services and products, labor costs and general economic conditions in your area, your ability to network and generate Clients, and competition from other similar businesses in your area. 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 disclosure document may be one source of this information.

**SOME FRANCHISED BUSINESSES HAVE EARNED THIS AMOUNT. YOUR INDIVIDUAL RESULTS MAY DIFFER. THERE IS NO ASSURANCE THAT YOU'LL EARN AS MUCH.**

Other than the preceding financial performance representations, CKFI does 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 Natalie Black, Chief Executive Officer, 1 Park Plaza, Suite 300, Irvine, California, (949) 988-6655, 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<sup>(1)(2)</sup>

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	554	535	-19
	2023	535	529	-6
	2024	529	578	49
Company Owned	2022	108	105	-3
	2023	105	106	+1
	2024	106	41	-65
<b>Total</b>	<b>2022</b>	<b>662</b>	<b>640</b>	<b>-22</b>
	<b>2023</b>	<b>640</b>	<b>635</b>	<b>-5</b>
	<b>2024</b>	<b>635</b>	<b>619</b>	<b>-16</b>

**Notes to Table No. 1:**

- (1) The numbers for 2022-2024 are as of the end of CKFI's fiscal year (August 31 of each year).
- (2) CKFI does not own any outlets. As of the end of our last fiscal year, our affiliate, SDX Home Care Operations, L.L.C., owned, under franchise agreements with us, 41 Comfort Keepers® businesses. For purposes of this Item 20, those units are considered "Company-Owned Outlets."

Table No. 2  
Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)  
For Years 2022 to 2024<sup>(1)</sup>

State	Year	Number of Transfers
AL	2022	0
	2023	0
	2024	1
AZ	2022	0
	2023	0
	2024	4
CA	2022	9
	2023	7
	2024	2