

	<u>Provision</u>	<u>Section in Franchise Agreement</u>	<u>Summary</u>
w.	Choice of law	16.03	Subject to applicable state law, Delaware and applicable federal law will apply to your Franchise Agreement and all rights and duties under the Franchise Agreement (subject to applicable state law). See the Disclosure Document Addenda for Certain States at <u>Exhibit B</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 have 2 Franchised Businesses operating in the United States as of March 1, 2026. We do have an affiliate operated outlet in Massachusetts (the “Affiliate Outlet”) that has been operating since August 2018. The Heart to Home franchise offered in Canada is substantially similar to the franchise offered in this Franchise Disclosure Document. Our Canadian Heart to Home businesses have been operating since November 2009. The market approach and franchise program of our Canadian affiliate are similar to our approach and program. The financial performance representation in this disclosure document reports the historic performance of the Canadian franchises, according to the Gross Sales reports submitted by franchisees, and the Affiliate Outlet in Massachusetts for the same time periods. The information is unaudited. For the time frames shown in the tables below, there was one Heart to Home operation in the United States (the Affiliate Outlet) and there were 21 Heart to Home operations in Canada, including 1 company outlet and 20 franchised outlets. These Canadian outlets originally reported Gross Sales in Canadian Dollars. These results were converted to US Dollars at the average exchange rate reported for 2025 of 0.73 USD for each \$1 CAD.

Table 1

Financial Performance of Canadian Franchisees

	March 3, 2025 – March 1, 2026	March 4, 2024 – March 2, 2025	March 6, 2023 – March 3, 2024
Average Gross Sales	\$828,249.84	\$764,023.26	\$684,395.30
Median Gross Sales	\$807,689.91	\$749,031.26	\$716,771.78
Lowest Gross Sales	\$428,715.20	\$165,060.12	\$46,887.23
Highest Gross Sales	\$ 1,397,025.97	\$1,334,017.02	\$1,137,914.25
Number/Percentage of Outlets Reporting Average or Higher Gross Sales	9/42%	9/42%	10/21%

Financial Performance of US Company Owned Operation

	March 3, 2025 – March 1, 2026	March 4, 2024 – March 2, 2025	March 6, 2023 – March 3, 2024
Gross Sales	\$7,435,458	\$3,700,484	\$1,499,211

The Affiliate Outlet covers a much larger Target Area and target population of persons aged 70 and up than a Franchised Business would cover and may not be representative of Gross Sales for a Franchised Business with a smaller Territory. The Affiliate Outlet’s target population is approximately four times the target population of a more typical Target Area for a franchisee. Its Target Area is a densely populated urban and suburban metropolitan area spanning two states.

The Canadian operations are mostly located in metropolitan areas with concentrations of our target demographic of persons over 70 years of age living at home. We assume that customers are located in sufficiently close geographic proximity to market and operate a delivery-oriented Franchised Business from a single Franchised Location efficiently. Larger geographic territories are less efficient for marketing and delivery expense purposes.

A franchised territory in Canada represent approximately the same size territory that is granted in the United States. The awarded territories in Canada represent an average of 67,000 seniors, and United States territories will represent 70,000 seniors. In 2025, seniors over the age of 65 represent about 20% of the Canadian population and about 17.7% of the United States population. Canadian market information is provided to you because it may offer better guidance than providing you with Affiliate-owned data alone.

“**Gross Sales**” means the aggregate of all revenue from operating the Franchised Business, whether payment is received in cash or by credit card, gift cards or other generally accepted form of payment, from the sale of Program Meals, appliances, services, merchandise or other goods and services. Without limiting the scope of the term, Gross Sales shall include without limitation: (a) revenue received

from employees for Program Meals or services furnished to employees at a discount; (b) the value of Program Meals and services bought by Program Customers by redeeming any Heart to Home Meals authorized gift cards; and (c) the proceeds from any business interruption insurance. Gross Sales are reduced by the amount of any discount given to Program Customers, employees, family members or other businesses owned or controlled by Franchisee if taken at the point of sale system at the time of sale so that the purchaser pays an amount net of the discount. There shall be no deductions allowed for uncollected or uncollectible credit accounts and no allowances shall be made for bad debts. Each charge or sale upon instalment or credit shall be treated as a sale for the full price in the week during which such charge or sale is made, regardless of when Franchisee shall receive payment therefore. Gross Sales shall not include: (i) sales taxes and other taxes separately stated, if any, collected from Program Customers and paid to taxing authorities; (ii) gratuities received from the Franchised Business Program Customers and paid over to the Franchised Business employees; (iii) refunds and credits made in good faith to arms' length Program Customers; (iv) the amount of any checks dishonored or returned; (v) proceeds from the sale of any Heart to Home Meals authorized gift cards to Program Customers; (vi) proceeds from insurance with respect to Franchisee's insured losses from property damage or liability; (vii) proceeds from any civil forfeiture, condemnation, or seizure by a Regulatory Authority; and (viii) credits, allowances, adjustments or uncollectible amounts, subject to the limitation that uncollectible amounts cannot exceed 0.5% of Gross Sales for any fiscal year of Franchisee. Subsequent collections of charged off amounts must be included in Gross Sales when they are collected.

Some outlets have sold this amount. Your individual results may differ. There is no assurance you'll sell as much.

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

Other than the preceding financial performance representations, we do not authorize our employees or representatives to make any other financial performance either orally or in writing. If you are purchasing an existing Program Meals Business, however, we may provide you with the actual records of that Program Meals Business. If you receive any other financial performance information or projections of your future income, you should report it to our management by contacting Christopher Webb at 289 Elm Street, Suite 102, Marlborough, Massachusetts 01752, the Federal Trade Commission, and the appropriate state regulatory agencies. A written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

Table No. 1
Systemwide Outlet Summary for Years 2023-2025

Outlet Type	Year	Program Meals Businesses at the Start of the Year	Program Meals Businesses at the End of the Year	Net Change
Franchisee	2023	0	0	0
	2024	0	1	+1
	2025	1	2	+1
Company-Owned	2023	1	1	0
	2024	1	1	0
	2025	1	1	0
Total	2023	1	1	0
	2024	1	2	+1
	2025	2	3	+1

Table No. 2
Transfers of Program Meals Businesses from Franchisees to New Owners
(other than the Franchisor)
For Years 2023-2025

Column 1 State	Column 2 Year	Column 3 Number of Transfers
None	2023	0
	2024	0
	2025	0
TOTAL	2023	0
	2024	0
	2025	0