

## 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 this 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 use historical financial information submitted by our franchisees to compile the information contained in the Table below. The financial information submitted by our franchisees is also used for calculating the Royalty described in Item 6. We did not independently verify the accuracy of the information. Franchised Businesses did not typically submit copies of all of the invoices for each customer or list each customer in their period reports to us. The information contained in the Table is based upon the financial information and other data entered by each Franchised Business into the software system described in Item 11.

<b>INDEPENDENT FRANCHISE OWNERS</b>			
<b>Statement of the 2018 Revenue Per Stop, Revenue Per Customer and Stops Per Hour for Independent Franchised Businesses in Operation for 1 Full Calendar Year or More as of December 31, 2018<sup>(1)</sup></b>			
<b>Type of Information</b>	<b>Average</b>	<b>Median</b>	<b>Number and Percentage that Attained or Surpassed the Average:</b>
Revenue Per Customer for all 23 Franchised Businesses <sup>(1)(2)</sup>	\$631	\$637	13 of 23 Franchised Businesses (58%)
Revenue Per Stop for all 23 Franchised Businesses <sup>(1)(3)</sup>	\$15.56	\$15.32	11 of 23 Franchised Businesses (48%)
Stops Per Hour for 17 Franchised Businesses <sup>(4)(5)</sup>	3.35	2.73	5 of 17 Franchised Businesses (29%)

#### Notes:

(1) We compiled information for 23 Franchised Businesses that were in business for 1 full calendar year or more as of December 31, 2018 and operated for the full calendar year in 2018.

(2) The Revenue per Customer per Franchised Business for the 23 Franchised Businesses ranged from \$406 to \$1,039. To compute the average Revenue per Customer, we totaled the gross revenue from all invoices, for all services, for all 23 Franchised Businesses for the 2018 calendar year and divided by the number of customers serviced by all 23 Franchised Businesses during that same calendar year.

(3) The Revenue per Stop per Franchised Business for the 23 Franchised Businesses ranged from \$12.84 to \$21.64. To compute the average Revenue per Stop, we totaled the gross revenue from all invoices, for all services, for all 23 Franchised Businesses for the 2018 calendar

year and divided by the total number of stops made by all Franchised Businesses during that same calendar year.

(4) We compiled information for 17 Franchised Businesses that were in business for 1 full calendar year or more as of December 31, 2018 and operated for the full calendar year in 2018. The remaining 6 Franchised Businesses do not currently use our tracking software, so we are unable to compute the total number of minutes spent at all stops made by these Franchised Businesses.

(5) The number of Stops per Hour per Franchised Business for the 17 Franchised Businesses ranged from 1.09 to 4.96. To compute the average Stops per Hour, we totaled the number of Stops entered in our tracking software by all 17 Franchised Businesses for the 2018 calendar year, divided by the total number of minutes spent at all stops made by all 17 Franchised Businesses and further divided by 60 (to convert minutes to hours), during that same calendar year. The time component of this calculation does not include driving time on the way to the first stop of the day and does not include driving time after the last stop of the day has been completed; however, driving time between stops is included in the calculation.

**Some Franchised Businesses have earned these amounts. Your individual results may differ. There is no assurance that you'll earn as much.**

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

Other than the preceding financial performance representations, 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 Theodore Hofer, Chief Executive Officer, 11909 Spaulding School Drive, Plainfield, Illinois 60585, (844) 777-8608, the Federal Trade Commission, and the appropriate state regulatory agencies.