

STATE COVERAGE PAGE

~~Your state may have a franchise law that requires a franchisor to register or file with a state franchise administrator before offering or selling in your state. REGISTRATION OF A FRANCHISE BY A STATE DOES NOT MEAN THAT THE STATE RECOMMENDS THE FRANCHISE OR HAS VERIFIED THE INFORMATION IN THIS DISCLOSURE DOCUMENT.~~

~~Call the state franchise administrator listed in Exhibit D for information about the franchisor or about franchising in your state.~~

~~MANY FRANCHISE AGREEMENTS DO NOT ALLOW YOU TO RENEW UNCONDITIONALLY AFTER THE INITIAL TERM EXPIRES. YOU MAY HAVE TO SIGN A NEW AGREEMENT WITH DIFFERENT TERMS AND CONDITIONS IN ORDER TO CONTINUE TO OPERATE YOUR BUSINESS. BEFORE YOU BUY, CONSIDER WHAT RIGHTS YOU HAVE TO RENEW YOUR FRANCHISE, IF ANY, AND WHAT TERMS YOU MIGHT HAVE TO ACCEPT IN ORDER TO RENEW.~~

~~Please consider the following RISK FACTORS before you buy this franchise:~~

~~1. THE FRANCHISE AGREEMENT REQUIRES THAT YOU MEDIATE DISPUTES AND RESOLVE DISPUTES WITH US BY ARBITRATION ONLY IN PENNSYLVANIA. OUT-OF-STATE ARBITRATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY ALSO COST YOU MORE TO ARBITRATE WITH US IN PENNSYLVANIA THAN IN YOUR OWN STATE.~~

~~2. THE FRANCHISE AGREEMENT STATES THAT PENNSYLVANIA LAW GOVERNS THE AGREEMENT, AND THIS LAW MAY NOT PROVIDE THE SAME PROTECTIONS AND BENEFITS AS LOCAL LAW. YOU MAY WANT TO COMPARE THESE LAWS.~~

~~3. TO KEEP YOUR TERRITORY, YOU MUST SATISFY THE PERFORMANCE CRITERIA DESCRIBED IN ARTICLE 6 OF THE FRANCHISE AGREEMENT.~~

~~4. THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.~~

~~We use the services of one or more FRANCHISE BROKERS or referral sources to assist us in selling our franchise. A franchise broker or referral source represents us, not you. We pay this person a fee for selling our franchise or referring you to us. You should be sure to do your own investigation of the franchise.~~

| Company/Address | Type of Business/Year Began Offering Franchises | Number of Franchises as of December 31, 2023 |
|---|--|---|
| Paul Davis Restoration, Inc., a Florida corporation 7251 Salisbury Road Suite 6 Jacksonville, FL 32256 | Loss mitigation and emergency services for residential and commercial structures / 2009 | 245 (United States) PDES 26 |
| Paul Davis Restoration, Inc., a Canadian corporation 38 Crockford Boulevard Toronto, Ontario M1R 3C2 Canada | Structural reconstruction and emergency services, including drying, cleaning, loss mitigation and mold remediation, of residential and commercial structures and contents / 2014 | 63 (Canada) |
| Pillar To Post Inc., a Delaware corporation 14502 North Dale Mabry Highway, Suite 200 Tampa, FL 33618 | Residential inspection services for single family and some various smaller multi-family residences / 1995 | 412 (United States) |
| Pillar To Post Inc., a Canadian corporation 5399 Eglinton Avenue W. Suite 110 Etobicoke, Ontario M5C 5K9 Canada | Residential inspection services for single family and various multi-family homes / 1994 | 43 (Canada) |

The following are affiliates that may, from time to time, provide products or services to CertaPro and/or its Franchisees:

TELE-LINK SERVICES

Tele-Link Services is a Canadian company with its principal place of business at 700 Richmond Street, Suite 416, North London, Ontario N6A 5C7 Canada. Tele-Link Services provides evening, weekend, and holiday answering services for CertaPro and its franchises. Tele-Link also provides certain telemarketing and customer survey services for CertaPro and its franchises.

ITEM 2: BUSINESS EXPERIENCE

The following is a list of persons affiliated with CertaPro, including their principal occupations and employers during the past 5 years.

President and Chief Executive Officer: Michael Stone

Mr. Stone was appointed President in March 2015 and Chief Executive Officer in February 2019. ~~Previously, Mr. Stone previously served as Vice President of Operations from January 2013 until his appointment as President. Mr. Stone also served as Regional Vice President from 2007 until 2013. Mr. Stone has been with CertaPro since March 2003, first as a and General Manager in Development and later as a General Manager in Operations. Prior to that, Mr. Stone was a Residential Sales Associate and later a Commercial Sales Associate for a CertaPro franchisee for four years.~~

Executive Vice President of Operations: Bill Palliser

~~In September 2021, Mr. Palliser joined CertaPro in September 2021 as Executive Vice President of Operations. Previously Prior to joining CertaPro, Mr. Palliser spent 18 years with Sherwin-Williams. Over his 18 years, he has held numerous positions with Sherwin Williams in Store Management, Commercial and Residential Sales, as well as and District Management. Mr. Palliser spent five years on their National Account team managing the CertaPro relationship across North America, developing strategies to strengthen the partnership between the two companies. Most recently, he was the National Accounts Sales~~

~~Director, where he led a team offering innovative solutions for strategic clients in the residential, multi-family, commercial, hospitality, and healthcare market segments.~~

Chief Brand Officer: Dawn Perry

~~In August 2022, Ms. Perry joined CertaPro in August 2022 as the Chief Brand Officer. Previously Prior to joining CertaPro, Ms. Perry held two roles over 12 years at Anywhere Real Estate as was Senior Vice President Cross Brand Marketing and at Anywhere Real Estate, Chief Marketing Officer at ERA Real Estate. Ms. Perry also successfully ran her own Little Gym franchise for four years. She has, and held marketing management positions with Avis Budget Car Rental Group, Scholastic Book Club, and Time Inc., providing her with more than 30 years of marketing experience and a proven track record of driving lead generation through effective programs across multiple platforms and audiences.~~

Chief Information Officer: Dean Riviera

~~In October 2023, Mr. Riviera joined CertaPro in October 2023 as Chief Information Officer, taking the lead on IT infrastructure and business applications. A recognized expert in digital technology growth, with a Corporate Vision Magazine award Prior to his name, Dean brings extensive experience as an accomplished executive technology leader. His diverse expertise across various industry sectors and franchises have helped companies improve their agility through strategic architecture, data-driven management, and strong engineering practices. Before joining CertaPro, Dean Mr. Riviera held executive positions at The Robert Allen Group, Neighborly, and Safelite AutoGlass.~~

Vice President of Finance: Jason Seward

~~In March 2024, Mr. Seward was named appointed Vice President of Finance in March 2024. He joined CertaPro, having previously served as Director of Finance in May of 2022. Mr. Seward has over 20 years of finance knowledge and experience. Before joining CertaPro, he led the finance function as Chief Financial Officer for a national retail construction company. In addition, he also brings experience, having held senior finance roles with a global investment management firm. Interestingly, this is Mr. Seward's second stint at CertaPro, as he previously held financial positions within the company over 12 years.~~

Vice President of Franchise Business Development: Adam Biedenbender

~~In October 2022, Mr. Biedenbender joined CertaPro in October 2022 as Vice President of Franchise Business Development. Prior to joining CertaPro, Mr. Biedenbender was Vice President of Franchise Development for Lift Brands and its subsidiaries from July 2021 to October 2022. From September 2020 to July 2021, Mr. Biedenbender served as, Director of Franchise Development with Closet & Storage Concepts located in West Berlin, New Jersey. From December 2017 to December 2020, Mr. Biedenbender served as, Vice President of Development for Primo Hoagies Inc. located in Westville, New Jersey. From June 2016 to November 2017, Mr. Biedenbender served as, Senior Director, Multi-Unit Development for Papa Murphy's International located in Vancouver, WA. From February 2014 to June 2016, Mr. Biedenbender served as, and Director of Franchise Sales for Icon Burger, the parent company of Smashburger Franchising LLC located in Denver, Colorado. Mr. Biedenbender has over 21 years of experience in franchise development.~~

Vice President of Operational Excellence: Rich Volp

~~In October 2023, Mr. Volp was appointed Vice President of Operational Excellence in October 2023. He, having previously served as Vice President of Business Solutions, with responsibilities for leading the Information Technology team. Mr. Volp joined CertaPro in 2007 as a Development General Manager, a position he held until becoming an Operations General Manager in January 2009. In 2012, Mr. Volp became Regional Director of the Southeast and MidAtlantic; Mr. Volp became Regional Vice President in 2014 for these regions. During January of 2018 Mr. Volp moved from the Operations Team to the Leadership & Development Team assuming the role of, Regional Director, General Manager, and Leadership Director.~~

Vice President of Operations: David Proulx

~~In January 2022, Mr. Proulx was appointed Vice President of Operations. Mr. Proulx originally joined CertaPro in 2013, having previously served as a General Manager and went on to serve as, Director of~~

Startups, Director of Strategic Operations, and Regional Vice President. ~~Previously, Mr. Proulx was a Project Manager with Paul Davis from 2012 to 2014 and a Regional Business Manager with College Pro from 2008 to 2011.~~

Director: Charles E. Chase

~~Mr. Chase became President of CertaPro in 1992, a position he held until June 2010. Mr. Chase was appointed CEO in January 1998, a position he held until January 2012; Mr. Chase resumed the position of CEO in March 2015 until February 2019. Mr. Chase has been a Director of CertaPro since 2003. Prior to joining CertaPro, Mr. Chase was Vice President of College Pro Painters (U.S.) Ltd. from 1984 — 1992, an affiliate of CertaPro. Mr. Chase left CertaPro in July 2000 to pursue business opportunities in the internet industry, including establishing a start-up internet company. Mr. Chase rejoined CertaPro in May 2003. Mr. Chase also serves as a director of various affiliates listed in Item 1. Mr. Chase is also CEO, President and Director of FS Brands, Inc., the parent of CertaPro, and maintains an office at FS Brands, Inc.'s office in Pennsylvania.~~

Secretary/Treasurer and Director: Brian McDonough

~~In January 2021, Mr. McDonough was appointed Secretary/Treasurer of CertaPro. Mr. McDonough joined College Pro Painters, a former affiliate of CertaPro, in January 2014 as Controller. Mr. McDonough as appointed Controller for FS Brands, Inc. in January 2019, and was promoted to VP of Finance for FS Brands, Inc. in January 2021. Mr. McDonough has his office at 1255 Bay Street, Suite 600, Toronto, ON, Canada M5R 2A9. McDonough is also Vice President of Finance for FirstService Corporation.~~

ITEM 3: LITIGATION

There is no litigation, criminal or civil, alleging a violation of any franchise law, securities law, fraud, embezzlement, fraudulent conversion, restraint of trade, unfair or deceptive practices, and misappropriation of property or comparable allegations that is required to be disclosed in this disclosure document.

In 2021, CertaPro initiated an arbitration action against a former franchisee to enforce the restrictive covenant. The arbitration was captioned as Certa ProPainters, Ltd. v. Kaizen Associates, Inc. and David M. Joynt, American Arbitration Association Case No. 01-21-0016-9400. This arbitration action was settled in 2022. CertaPro accepted a financial payment from the former franchisee and agreed to dismiss the action in exchange for a negotiation of the restrictive covenant.

In 2024, CertaPro initiated legal action in the United States District Court for the Eastern District of Pennsylvania against a former franchisee for financial damages and to enforce the restrictive covenant. The case is captioned as Certa ProPainters, Ltd. v. Theodore Gargano and TNT Painting, LLC, Case No. 2024-5887. The case is pending as of March 2025.

ITEM 4: BANKRUPTCY

No bankruptcy information is required to be disclosed in this Item.

ITEM 5: INITIAL FEES

New franchisees generally pay an Initial Franchisee Fee of \$65,000, which is due in full upon signing of the franchise agreement.