

## Item 10

### FINANCING

We do not offer direct or indirect financing. We do not guarantee your note, lease or obligation.

## Item 11

### FRANCHISOR'S ASSISTANCE, ADVERTISING, COMPUTER SYSTEMS, AND TRAINING

**Except as listed below, we are not required to provide you with any assistance.**

#### Pre-Opening Obligations

We have the following obligations to you before you open your SVN Franchise for business:

1. If you do not already have a location, we will have the right to accept or reject the site you select. (Franchise Agreement Section 6.1.) You are solely responsible for the location of your SVN Franchise office. You will purchase or lease the office location from an independent third party. We try to approve or reject your proposed site within 30 days after you have submitted your proposed site. The factors that we consider in accepting SVN Franchise locations include the size of the market area, physical characteristics of the location and your evaluation of your needs, as well as your agreed upon Primary Market Area. Although we may permit you to operate out of your home or virtually, typically, an SVN Franchise operates out of an office location, which in some cases is an executive suite or co-working space. [If we deny approval of a proposed site, you must submit a new location for approval. We will continue this process until you have located a site acceptable to us, which may include you being permitted to operate virtually.](#)
2. Unless you are signing your Franchise Agreement in connection with the renewal of your relationship with us, we will loan you (or allow you electronic or other access to) 1 copy of the Manuals to use during the term of the Franchise Agreement. The Manuals contain our standard operational procedures, policies, rules and regulations. You must comply with any mandatory requirements that they contain. (See Sections 5.2.1 and 6.6 of the Franchise Agreement.) The Tables of Contents of our Manuals is attached as Exhibit F. Currently, the SVNIC Confidential Operations Manual contains 83 pages and the SVNIC Branding Guide contains 36 pages, for a total of 119 pages.
3. We will provide, at no additional charge, exemplar artwork for you to use in purchasing, at your cost, stationery, advertising, property signs and other marketing materials. (See Section 5.2.2 of the Franchise Agreement.)
4. We will provide you with a three-month onboarding training program called "Trello Board," which will guide you through all the features and software needed to launch your SVN Franchise. This training is conducted online and is mandatory for new franchisees or the Managing Director of the franchisee. We do not charge you for this onboarding program. (See Section 5.1.4 of the Franchise Agreement.)
5. We will also provide you with a training program called SVN | Jumpstart within 9 months of

signing the Franchise Agreement. SVN | Jumpstart is mandatory for new franchisees. You will pay us a fee for this training. (See Section 5.1.3 of the Franchise Agreement.)

### Post-Opening Obligations

We have the following obligations to you after you open your SVN Franchise office for business:

1. We will provide you access to an online interactive software application (or other method we select) that will take information you provide and allow you to generate brochures, proposals and related marketing materials. We do not currently charge for this service or software application but may do so in the future. We will also make available to you at no additional charge electronic versions (if available) of various sales aids and marketing materials for use in connection with your Office. We can at our option make other versions (e.g., non-electronic versions) available to you at our then-current charge. (See Section 5.3.1 of the Franchise Agreement.)
2. Our staff or other designees will be available to you to the extent we determine appropriate during the Term by telephone and/or online interactive sessions or other methods selected by us to provide support and/or information to you. (See Section 5.3.7 of the Franchise Agreement.)
3. We will provide you access to other SVN franchisees in ways and using methods we choose, which can, but do not have to include, the Internet, our Intranet or Extranet, virtual meetings, email, conference calls and company meetings. We have the right to impose reasonable charges for these services and meetings. You will also bear your own costs of participation and attendance, including travel, lodging and meal expenses. (See Section 5.3.2 of the Franchise Agreement.)
4. We will conduct national and regional brand marketing to the extent and in the manner we choose. (See Section 5.3.5 of the Franchise Agreement.)
5. You will be granted the opportunity to participate in any sales contests offered and be eligible to qualify for any annual awards given. Additionally, we may offer SVN Franchisees and selected advisors the option to participate in extra-curricular company programs for a fee. Participation by you in any such extracurricular company program will be optional. (See Section 5.3.6 of the Franchise Agreement.)

[6. You will have the right to sell your services at any price you determine and will in no way be bound by any price which we may recommend or suggest.](#)

### Other Current SVN Programs:

Intranet. We have established an Intranet through which SVNIC and SVN franchisees may communicate with each other, and through which we may disseminate the Manuals, updates and other confidential information. We will have sole discretion and control over all aspects of the Intranet, including the content and functionality. You will have the mere privilege, and not the right, to use the Intranet, subject to your compliance with our Policies. (See Sections 6 and 7 of the Franchise Agreement.) We have independent access to information and data that is collected electronically through the Intranet. We can require Franchisee and each user to whom we issue a password to sign our then current form of Intranet Services Agreement(s). The current form is attached to the Franchise Agreement as Schedule "G" and is subject to change. You are required to comply with our usage policies. We do not warrant the Intranet content or functionality.

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

The 53 Franchisees that were analyzed were sorted by growth rates and put into four quartiles in the table below. Each quartile was analyzed to show the median and average growth rate of the offices in that respective quartile. For Example: If the median office in the 1st Quartile generated \$1,000,000 in Gross Commission Income in their first full year, they grew to \$8,900,000 within the next 2 years. If the median office in the 4th Quartile generated \$1,000,000 in gross income in their first full year, they grew to \$1,090,000 within the next 2 years.

<u>Years</u> <u>2011 - 2020</u>	<b>Average GCI<sup>1</sup></b> <b>Growth Rate<sup>2</sup></b>	<b>Median GCI<sup>1</sup></b> <b>Growth Rate<sup>2</sup></b>	<b># of</b> <b>Franchisees<sup>3</sup></b>	<b>% of</b> <b>Franchisees<sup>3</sup></b>
1st Quartile	1158.5%	890%	13	<u>10%</u>
2nd Quartile	302.5%	299%	13	<u>10%</u>
3rd Quartile	166.2%	166%	13	<u>10%</u>
4th Quartile	112.6%	109%	14	<u>11%</u>
Total:	428.9%	200%	53	<u>42%</u>

Notes to Chart:

- GCI = Gross Commission Income that was reported in Buildout, and that was categorized as received in the Buildout functionality. ~~It is important to note that revenue is self-reported by each franchisee.~~ For franchisees with "satellite" offices, revenue was combined into the main office. GCI was not sorted by product sold (i.e., commercial, industrial, residential, multi-unit apartments and other real estate listings).
- Increase was measured by comparing the first full calendar year's GCI against the highest year of GCI in the three-year period.
- ~~Prior to 2024, SVN Franchisees operated under one of the following three (3) programs that we offered: (1) The Individual Program, which was offered to those who were not eligible for the Team or Established Programs; (2) The Team Program, which was generally offered to three or more licensed sales agents functioning as a team with three-year median annual revenues of over \$250,000, but less than \$500,000, with a proactive strategy to add additional agents; and (3) The Established Program, which was generally offered to existing commercial real estate brokerage firms with over three years' experience, with five or more agents and a substantial historical earnings track record, typically with three-year median annual revenues of over \$500,000. The royalties and marketing fees paid by these franchisees were based on the program that they qualified for and operated under. These programs are no longer available.~~
- Overall, 29 "Individual" SVN Franchisees and 27 "Team" SVN Franchisees joined the System from 2011 to 2020. 125 "Team" or "Established" 125 franchisees joined the system from 2011 to 2020 that qualify for the current offering under this Disclosure Document, and 68 franchisees from this time period are still operational. 53 of the 68 reported their revenue through Buildout. All SVN Franchisees joining the System now operate under the same program and pay

~~royalties consistent with the previous “Established” program~~ Individual agents are no longer eligible to become franchisees, so they were excluded from this representation.

Written substantiation for the financial performance representation will be made available to prospective franchisees upon request.

This Item 19 was prepared based on an unaudited analysis by an international CPA firm.

You should conduct an independent investigation of the costs and expenses you will incur in operating your SVN Franchise. Franchisees or former franchisees, listed in the franchise disclosure document, may be one source of this information.

Other than the preceding ~~financial~~ performance representation, ~~we do~~ SVN International Corp. does not make any ~~representations about a franchisee’s future~~ financial performance ~~or the past financial performance of company-owned or franchised outlets~~ 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 ~~the~~ that outlet. If you receive any other financial performance information or projections of your future income, you should report it to ~~our~~ the franchisor's management by contacting Sarah Vincent, Executive Vice President of Operations, SVN International Corp., 185 Devonshire Street, M102, Boston, MA 02110, (802) 238-5550, the Federal Trade Commission, and ~~any~~ the appropriate state regulatory agencies.