

industrial or office complexes, train stations and other transportation facilities, travel plazas, casinos, hospitals, theme parks, convention centers, colleges/universities, multi-unit residential properties, and other similar captive market locations

- A “Qualified Clinic” means a Clinic that was owned and operated by a franchisee for the entire Measurement Period. Qualified Clinics do not include the eight (8) Lindora Clinics that operated within medical offices or one (1) Lindora Clinic that operates at a Non-Traditional Site.

### **General Notes**

- The data presented in the charts below is data we obtained by polling the information directly from the franchisees’ Clinic management software systems and/or from profit and loss reports provided to us by franchisees. In all cases, the data used was the franchisees’ data. ~~Neither we nor our affiliates have undertaken an independent investigation to verify the data that we polled from the franchisees’ Clinic management software systems or that was provided to us by franchisees.~~ We do not anticipate the data polled from or provided by current franchisees in this Item 19 will materially differ from that of a new franchisee. This Item 19 contains certain historical data related to the operation of certain Clinics.
- In each instance in which we show an average in this Item 19, we also show the range of the data points and the median data point. The range is the space between the lowest and highest points in the data set. The median is the middle data point; that is, the data point in the center of all data points. Where the number of data points is an even number, there is no middle data point, so the median is the average of the two middle data points.

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