



**DIRECT
LINK**
*Help At The
Touch Of A Button*

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We offer two separate but complementary franchises. A Home Helpers franchise provides senior care services such as home care, home maker, personal care aide assistance, and companion care services. Some franchisees also offer skilled medical services and some become Medicare certified. A Direct Link franchise provides personal emergency response, medication management, and vital signs monitoring products and services.

The total investment necessary to begin operation of a Home Helpers franchised business that offers the minimum required services (home care, home maker, personal care aide assistance, and companion care services) is from \$64,500 to \$104,900. This includes \$45,500 to \$51,500 that must be paid to the franchisor or an affiliate (depending on whether we finance a portion of the initial franchise fee). The total additional investment necessary to offer optional skilled medical services is \$35,000 to \$50,000 and the total additional investment to become Medicare certified (also optional) is \$57,000 to \$64,000, none of which is paid to the franchisor or an affiliate.

The total investment necessary to begin operation of a Direct Link franchised business is from \$38,500 to \$58,900. This includes \$19,500 that must be paid to the franchisor or an affiliate.

If you purchase a Home Helpers franchised business and a Direct Link franchised business at the same time, the total investment necessary to begin operation will range from \$66,500 to \$125,800. This includes \$45,500 to \$64,400 that must be paid to the franchisor or an affiliate.

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all accompanying agreements carefully. You must receive this disclosure document at least 14 calendar days before you sign a binding agreement or make any payment in connection with the proposed franchise sale. **Note, however, that no government agency has verified the information contained in this document.**

The terms of your contract will govern your franchise relationship. Don't rely on the disclosure document alone to understand your contract. Read all of your contract carefully. Show your contract and this disclosure document to an advisor, like a lawyer or an accountant.

Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information on franchising, such as "A Consumer's Guide to Buying a Franchise," which can help you understand how to use this disclosure document is available from the Federal Trade Commission. You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also visit the FTC's home page at www.ftc.gov for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about them.

Issuance date of this Franchise Disclosure Document: April 15, 2014

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 B 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:

THE FRANCHISE AGREEMENT REQUIRES YOU TO RESOLVE DISPUTES WITH US BY ARBITRATION OR LITIGATION IN OHIO. OUT-OF-STATE ARBITRATION OR LITIGATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY ALSO COST YOU MORE TO ARBITRATE OR LITIGATE WITH US IN OHIO THAN IN YOUR OWN STATE. THIS PROVISION MAY NOT BE ENFORCEABLE UNDER YOUR STATE'S LAW.

THE FRANCHISE AGREEMENT STATES THAT OHIO 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.

IF WE FINANCE A PORTION OF THE INITIAL FRANCHISE FEE, YOUR SPOUSE MUST SIGN A GUARANTY MAKING HIM OR HER JOINTLY AND SEVERALLY LIABLE FOR THE OBLIGATIONS UNDER THE AGREEMENT, THUS PLACING THE SPOUSE'S PERSONAL ASSETS AT RISK.

THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.

We may 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.

Effective Date: See the state registration information on the following page

HOME HELPERS AND DIRECT LINK STATE REGISTRATIONS

The following states require that the Franchise Disclosure Document be registered or filed with the state, or be exempt from registration: California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Utah, Virginia, Washington, and Wisconsin.

This Franchise Disclosure Document is registered, on file, or exempt from registration in the following states having franchise registration and disclosure laws, with the following effective dates:

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| California | April 17, 2014 |
| Hawaii | April 18, 2014 |
| Florida | October 16, 2014 |
| Illinois | March 31, 2014 |
| Indiana | June 8, 2014 |
| Maryland | May 2, 2014 |
| Michigan | October 30, 2013 |
| Minnesota | April 8, 2014 |
| New York | April 16, 2014 |
| North Dakota | April 25, 2014 |
| Rhode Island | April 8, 2014 |
| South Dakota | April 9, 2014 |
| Utah | April 7, 2014 |
| Virginia | May 28, 2014 |
| Washington | May 5, 2014 |
| Wisconsin | April 2, 2014 |

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