EOE-8

Refer to Section B-4(b).

a Does M&L contract with agents and/or outside entities to solicit, enroll customers, and/or engage with customers? No. M&L does not contract with agents or outside entities to solicit, enroll, or engage with customers.

b If no to a, please describe who engages with customers on M&L behalf. Moishe Ungarischer engages directly with customers on behalf of M&L.

c Please describe in detail how M&L monitors and trains the individuals engaging with customers on its behalf. Please include in the response any applicable training materials. Moishe Ungarischer is the owner of M&L and is the sole individual who engages with customers on the company's behalf. M&L does not employ, retain, or contract with any agents, outside entities, or other individuals to solicit, enroll, or engage with customers. Accordingly, M&L does not maintain monitoring or training programs for customer-facing personnel, and there are no applicable training materials. M&L's customers are generally acquaintances, friends, relatives, or referrals from existing customers who are managers, owners, or partners of commercial properties or healthcare facilities. New customers are typically introduced through satisfied existing customers and professional relationships within those industries. M&L does not advertise or use social media to obtain clients.