



Own a franchise  
that puts *people* first



# welcome to SYNERGY HomeCare!

At **SYNERGY HomeCare**, our “Care for Everyone” philosophy creates a unique value proposition for our franchisees and the families they serve. One of the catalysts behind our success includes the underlying premise, to bring wholehearted, life-energizing care to as many people as possible. We serve families on their own terms, in their own homes, no matter their situations, which separates us from the sea of sameness in the home care industry. It is a true differentiator.

Since 2001, SYNERGY HomeCare has established itself as the nonmedical home care provider for all ages, including the disabled, the elderly, and those recovering from illness and surgery. Not only does SYNERGY HomeCare offer tremendous opportunities for creating a robust business, but we also provide our communities with essential services that bring customized, comforting, life-affirming care that moves people emotionally and physically forward. We are proud of what we do.

The secret ingredient that the home care industry has in its favor is the unfettered aging of seniors in the United States which is referred to as the graying of America. There are currently over 50 million seniors 65 and older in America today. By 2030, it is estimated that more than 70 million Americans will be 65 or older. It's the perfect time to lock into a booming opportunity with a franchise that has proven tools driven by experienced and committed leadership who truly care about helping others.

As a franchise owner, you can help others and change lives for a living. Starting with yours.



## Build a business that cares

Owning your own business is a dream of many. SYNERGY HomeCare has made it easy for hundreds of individuals to open their own home care agency, realizing the ability to do well while doing good for their communities.





# the *culture* of SYNERGY HomeCare

## It all starts with leadership

There is a wealth of experience and knowledge in our franchise headquarters that is strengthened with input from our field representatives and critical feedback from owners, including a franchisee advisory board that represents all owners. Having leadership willing and interested in hearing what the franchisees have to say—and actually act upon it—is a huge advantage for our organization.

## You can be a leader, too

Our community of satisfied franchise owners are living proof of the quality of our business model and support system. Our franchisees come from a variety of backgrounds and skill sets, but they share the common desire to build a business that serves others wholeheartedly. We wouldn't be the franchise we are today without franchisees who have the desire to help others and lead through service.

## SYNERGY HomeCare leadership

Our leadership team is driven by compassionate, seasoned professionals, all focused on franchise partner success and customer and caregiver satisfaction. Leading our mission is Charlie Young, who was named the chief executive officer of SYNERGY HomeCare in April 2020. Charlie is the second person to now lead the company and brings decades of experience to the organization. Prior to arriving at SYNERGY HomeCare, Young spent 18 years in leadership positions at noted franchisors Cendant and its spin-off, Realogy Holdings Corp., as well as other leadership roles with Coldwell Banker Real Estate and ERA Franchise Systems. He is a graduate of Emory University.



# How SYNERGY HomeCare helps *you*



## No home care experience required

Most of our franchise partners did not have a professional career in the home care industry, but many have been family caregivers which inspired them to join **SYNERGY HomeCare** to help other families in similar situations. Our franchise candidates need no direct home care industry experience, but they must have compassion for helping others live better lives.

With the right work ethic, a compassionate heart, a reasonable start-up investment and commitment to the SYNERGY HomeCare programs and processes, you'll have the opportunity to own and operate a franchise that is incredibly rewarding both personally and professionally.

## Here to support you

Time and again, we hear from new franchisees that one of the biggest reasons they ultimately chose SYNERGY HomeCare was due to the ongoing support offered in all areas of operations. Our credo, to bring wholehearted, life-energizing care to as many people as possible, coupled with an unparalleled training and support system, elevates our franchise above others.

## As a franchisee, you can expect:

- To learn how to market your franchise locally and how to build traffic on your world-class website.
- With over 450 territories in 39 states, and growing, your franchise has immediate credibility from prospective clients because of our nationally recognized franchise brand.
- You're a phone call away from talking to other franchise owners who have been in your shoes to help you and answer questions.
- A dedicated start-up coach who provides customized support for your individual franchise. They're by your side throughout the onboarding and launch process to provide stability and guidance, as you need it.
- Ongoing operational support via a dedicated Franchise Business Consultant (FBC), who will meet with you on a regular basis and be your go-to guide to help with all your needs and questions.
- Web-based, SYNERGY HomeCare technology to streamline management of business operations, human resources, customer relationship management and accounting.
- Insights and training from home care industry experts to keep you on the cutting edge of the industry.
- Multiple revenue streams to build your recession-resistant business.

# SYNERGY HomeCare centers around *people*

We care for our franchisees, for our employees and for our clients. We offer you the tools and resources necessary to thrive in this booming industry. All you need is the dedication to build a business of your very own.



## COMING TOGETHER TO HELP OUR COMMUNITIES

"I'm part of a national network that not only gives me support from the SYNERGY Franchise Support Center, but also the support of all the other franchisees throughout the country. The word SYNERGY really means 'the coming together of everyone for the common good of one.' And that's what everybody at SYNERGY HomeCare represents."

—

**Mark Decker**  
Franchisee in Bel Air, MD

# What you need to get *started*

Our franchisees are kind-spirited, wholehearted, caring entrepreneurs who run a business that can satisfy them both professionally and personally. The combination of a robust business opportunity with the ability to serve the community creates a perfect business for compassionate individuals that lead with their minds and their hearts.



## “Mini” Protected Territory

The total investment necessary to begin operation of a SYNERGY HomeCare franchise with a “Mini” Protected Territory is **\$47,718 to \$145,831**.



## One Full Protected Territory

The total investment necessary to begin operation of a SYNERGY HomeCare franchise with one full Protected Territory is **\$72,718 to \$145,833**.



## Two Full Protected Territories

The total investment necessary to begin operation of a SYNERGY HomeCare franchise with two full Protected Territories is **\$112,718 to \$185,833**.

# \$1,741,873\*

The average annual gross sales for a SYNERGY HomeCare multi-territory franchise operation in business for over 1 year

\*Your results may vary, please see Item 19 in our Franchise Disclosure Document for full details.

# Your *next* steps



## 1 Request information

After filling out the Information Request Form, our director of franchise development will be in contact to set up an initial call with you. Or, you can call our call center any time at **888-578-5357**.

## 2 Fill out a request for consideration form

This online form is confidential and provides us with a quick snapshot of your experience, skill sets, financial position and reasons for wanting to join our franchise family. This allows us to determine whether or not we'll be a good fit.

## 3 Review the Franchise Disclosure Document

After we've approved your request for consideration, you'll receive a copy of our Franchise Disclosure Document (FDD). This document contains system information about our company history, corporate staff profiles, general franchise agreement, financial performance representation, total investment breakdown and fees, training, marketing and support, and a wealth of additional information.

## 4 Validate with Our Franchisees

You will have the opportunity to talk with the people who are operating SYNERGY HomeCare businesses every day—our franchisees. This is a great time to learn about their experiences as franchisees and have candid conversations with key players in the system.

## 5 Meet the Team Day

Meet the Team Day includes a full day of presentations by the leadership teams from our Franchise Support Center. A series of experts will present everything you need to know about the franchise. They will also be available to answer any and all questions about your new business.

## 6 Franchise Agreement and Funding

After the successful completion of your Meet The Team Day, you will be offered the opportunity to purchase a franchise territory. A specific Franchise Agreement will be executed and you'll be on your way to opening your very own SYNERGY HomeCare franchise.

## 7 Complete Training

Our training starts with your personal start up coach who will help you every step of the way in getting your business launched. Once you are ready to open your office, you'll attend our proprietary SYNERGY HomeCare Franchise University.

## 8 You're in Business!

# *Congratulations!*





Take the first step towards a bright *future*.  
Contact SYNERGY HomeCare today.

[SYNERGYHOMECAREFRANCHISE.COM](http://SYNERGYHOMECAREFRANCHISE.COM)

This is not an offer. Federal and certain state laws regulate the offer and sale of franchises. An offer will only be made in compliance with those laws and regulations, which may require that we provide you with a Franchise Disclosure Document, a copy of which can be obtained by contacting the franchisor, SYNERGY HomeCare Franchising, LLC at 960 W Elliot Rd., Suite 101, Tempe, AZ 85284 or 1-877-432-2692. MN Reg #8922