



JM Family
Enterprises

2024



IMPACT REPORT

CONTENTS

1



Message from our CEO	2
Our Locations	3
Our Story	4
Our Business:	
JM Family Automotive	5
JM Family Holdings	15
Our Communities	17
Our Associates	19
Our Environment	23



Dan Chait

President & CEO
JM Family Enterprises, Inc.

To Our Associates, Business Partners and Friends,

JM Family had an exceptional year in 2024, achieving the highest revenue in our company's history, surpassing \$22 billion. Our associates, dealer partners and franchisees fueled this record-breaking success with their focus on delivering excellence to our customers. It was a year of milestones as we set new records across multiple key metrics, reinforcing our position as an industry leader.

At JM Family, our pursuit of innovation and growth is relentless. Inspired by the visionary leadership of our founder, Jim Moran, we push boundaries, embrace new opportunities and continuously strive to do it better. Our commitment to investing in our associates is stronger than ever, cultivating a culture where every individual is empowered to make connections across our businesses, pursue development and help us grow. Beyond our business, we are deeply committed to creating a lasting impact in the communities we serve, championing initiatives that drive meaningful change.

As we reflect on the extraordinary accomplishments of 2024, we do so with excitement and optimism for the future. We invite you to explore this Impact Report and read more about our achievements. With our collective passion and commitment, we are poised to grow better together.

Dan M. Chait



AUTOMOTIVE



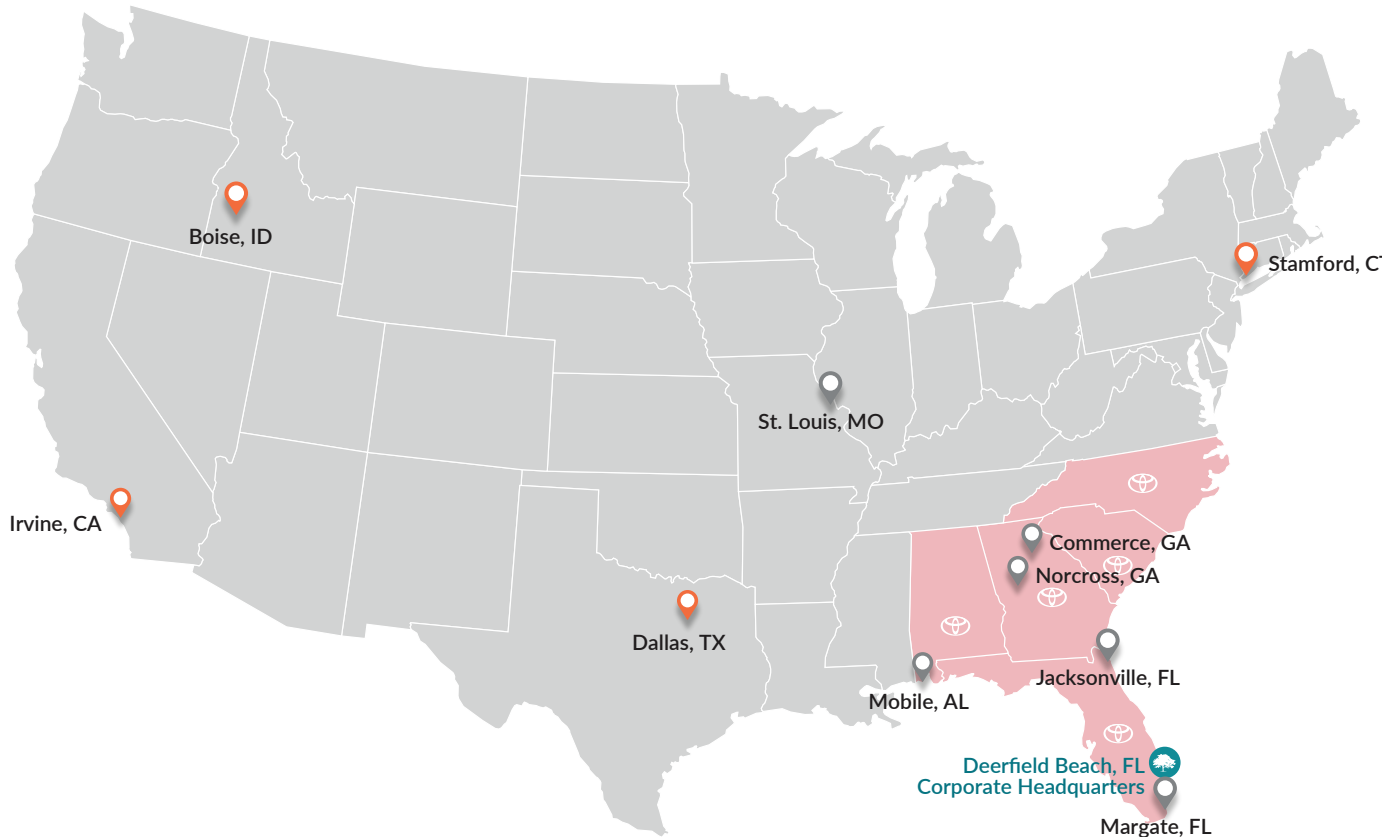
HOLDINGS



OUR LOCATIONS

3

UNITED STATES



AUSTRALIA



NEW ZEALAND



OUR LOCATIONS



Corporate Headquarters



Automotive



Holdings



Southeast Toyota Distributors Region

2024 Key Stats



\$22.8 Billion
in revenue



5,000+
associates



42%
of associates with the
company for 10+ years

Forbes **No. 16** on Forbes' list
of America's Top Private
Companies

Company Overview

JM Family Enterprises is a privately held, diversified company headquartered in Deerfield Beach, Florida. Founded in 1968 by automotive legend Jim Moran, we have deep roots in the industry, with core businesses in vehicle distribution and processing, financial services and retail automotive sales. Through strategic investments, JM Family has also expanded into home improvement franchising, financial services and specialty distribution spaces.

For more than 55 years, partnership has been at the heart of everything we do. We cultivate strong, mutually rewarding relationships with our dealers, franchisees, customers, business partners and communities, all in pursuit of our mission to be a premier provider of quality products and services.

Guided by our core values—Consideration, Cooperation, Communication, Innovation and Accountability—our associates' drive for excellence, innovation and growth continues to fuel our success.

Our Leadership

Colin Brown, Chairman of the Board

Dan Chait, President and Chief Executive Officer

Ron Coombs, President, JM Family Holdings

Casey Gunnell Jr., President, Southeast Toyota Finance

Scott Gunnell, President, JM&A Group

Brent Sergot, President, Southeast Toyota Distributors

Ravi Abbineni, SVP and Chief Financial Officer

Steve Artusi, SVP, General Counsel and Corporate Services

Chad Couch, SVP and Chief Information Officer

Lisbeth Heggerick, SVP and Chief Human Resources Officer



Scan the QR code to
read our leaders' bios.



2024 Accomplishments



\$778 Million
in parts sold



356,853
vehicles retailed by 177
independent Toyota dealers



137,154
fleet sales - best year ever!



20.5%
market share of Toyota's
U.S. retail sales

Did you know?

At 416,000 square feet, the Westlake Parts Distribution Center is larger than seven football fields!

2024



Southeast Toyota Distributors, LLC

exploresetoyota.com

Southeast Toyota Distributors delivers vehicles, parts and accessories to 177 independent Toyota dealerships across Alabama, Florida, Georgia, North Carolina and South Carolina.

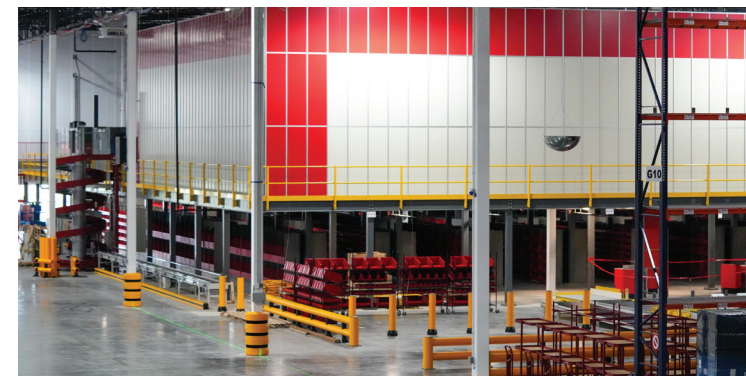
In 2024, the company expanded its parts distribution network with the construction of two new facilities to replace the Baymeadows Parts Distribution Center (PDC) in Jacksonville, Florida. The Westlake PDC in Jacksonville serves 80 dealers, while the Norcross, Georgia, PDC will serve 97 dealers following its April 2025 opening. Both facilities feature automated storage and retrieval systems that use robots to streamline operations and improve accuracy. These upgrades will create 100 new jobs and reduce miles traveled for daily dealer delivery by 7,000 miles.



An 88-acre Vehicle Processing Center (VPC) at JAXPORT's Blount Island Marine Terminal is set to open in 2025. It replaces the current Talleyrand VPC with modernized vehicle distribution, increased capacity and the flexibility to meet future needs.

DRIVE

DRIVE is a significant, multi-year investment to modernize Southeast Toyota Distributors' technology, operations and facilities. The initiative enhances service to dealers while staying ahead of growing consumer demand.





In 2020, Southeast Toyota Distributors launched the **Toyota Apprentice Career Training (T.A.C.T.)** program to address the growing dealer technician shortage, providing a dealer-driven framework for recruitment, learning and retention. T.A.C.T. equips trainees with the skills, certification and tools needed to succeed while helping dealers meet service demands. The program achieved a 92% graduation rate in 2024, contributing to a 25% increase in Southeast Toyota Distributors' dealer technician workforce with nearly 900 graduates in five states. On average, expert-level T.A.C.T.-certified dealer technicians earn \$25k more annually!



2024 Accomplishments



No. 1
in J.D. Power study for
Dealer Satisfaction



62%
of all new Toyotas
financed or leased in
the Southeast



698,315
dealer finance and lease
contracts serviced



231,814
new retail and lease
contracts purchased,
equaling **\$9.1 billion**
in support of dealers

2024



Southeast Toyota Finance

[SETF.com](https://setf.com)

Southeast Toyota Finance (SET Finance) is a captive finance company serving 177 Toyota dealers across Alabama, Florida, Georgia, North Carolina and South Carolina. The company provides a comprehensive range of financial products and services, including special retail and lease programs. As the first auto finance company established in the United States for an import car manufacturer, SET Finance, part of World Omni Financial Corp., has offered financing to Toyota dealers and their consumers since 1981.

With dedicated support from its Customer Experience Centers in Mobile, Alabama and St. Louis, Missouri, SET Finance's focus is to support its customers by providing dealers with consumer-centric solutions. In 2024, SET Finance was ranked No. 1 in dealer satisfaction among

Captive Mass Market-Prime Automotive Finance Lenders for the second consecutive year in the J.D. Power 2024 U.S. Dealer Financing Satisfaction Study.

SPARK
Igniting Transformation

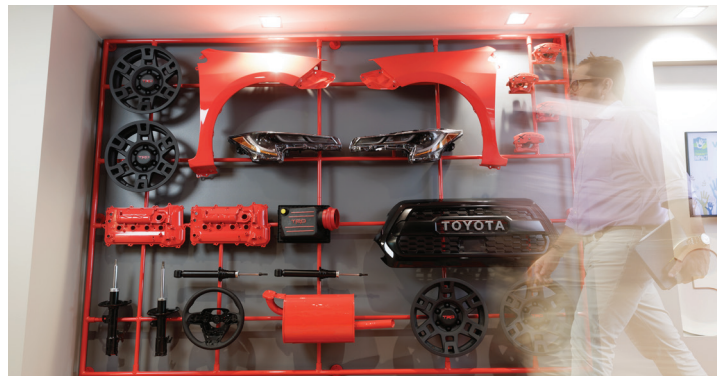
SPARK is a transformation program that will simplify and modernize SET Finance's applications and integrations, creating business value by onboarding and servicing our dealers and their customers faster, better and reducing our future operating costs. This multi-year initiative is the largest technology investment in SET Finance history and will replace 15 legacy applications.





OUR BUSINESS

8



2024 Accomplishments



\$3.3 Billion
in reserves



4,000
dealers nationwide partner
with JM&A Group



9,650
dealership associates trained
through JM&A Group Performance
Development Services



10,000+
Virtual F&I deals completed
in 2024

Did you know?

Nearly 1 in 7 vehicles sold nationwide
include a JM&A product.

2024



jmagroup.com



As a leader in the finance and insurance (F&I) industry for more than 45 years, JM&A Group is a trusted partner in automotive retail, helping dealerships nationwide drive profitability, optimize operations and plan for the future. With a dealer-centric mindset, JM&A Group provides innovative F&I solutions, expert training, fixed operations consulting, insurance services and talent management – all designed to support sustainable success.

Our locally based experts offer strategic guidance and tailored solutions to unlock growth opportunities, enhance customer satisfaction and improve performance. Backed by decades of industry expertise and a commitment to continuous improvement, JM&A Group empowers dealers to evolve and thrive in an ever-changing automotive landscape.

The Core+ initiative is transforming JM&A Group's systems and applications to enhance flexibility and efficiency in core operations, expand product offerings and improve the claims adjudication process. This multi-year technology upgrade delivers advanced data analytics, comprehensive reporting and an enriched user experience, all while driving improved growth and performance.





CAREER ADVANCEMENT Program

JM&A Group's Career Advancement scholarship program (CAP) empowers high potential women in retail automotive by providing immersive training in leadership and dealership operations. As the first program of its kind, CAP is dedicated to increasing representation and opportunities for women in the industry. To date, more than 50 professionals have participated, gaining the skills and knowledge needed to advance their careers and drive success in automotive retail.



OUR BUSINESS
10

2024 Accomplishments



No. 3

Lexus dealer by volume
in the U.S.



4,921

new vehicles retailed



2,280

pre-owned vehicles retailed



35 YEARS!

of excellence



rating from the
Better Business Bureau

2024



jmlexus.com

Located in Margate, Florida, JM Lexus is JM Family Enterprises' only retail automotive dealership. In addition to offering a superior sales experience, JM Lexus operates a state-of-the-art Service and Parts department as well as one of the few Lexus Certified Collision Centers in the country.

JM Lexus is a 25-time winner of the Elite of Lexus Award, earned by dealerships that live up to the highest Lexus standards of excellence. JM Lexus has also been named a J.D. Power Platinum Dealer of Excellence for the fourth consecutive year. This honor is bestowed upon only a select number of Lexus dealerships that pass a thorough multi-step process that incorporates feedback from more than 25,000 consumers and an audit of J.D. Power's dealership best practices.





OUR BUSINESS
12


Economic Impact in States with Major Business Operations*


Toyota Vehicle Sales by State

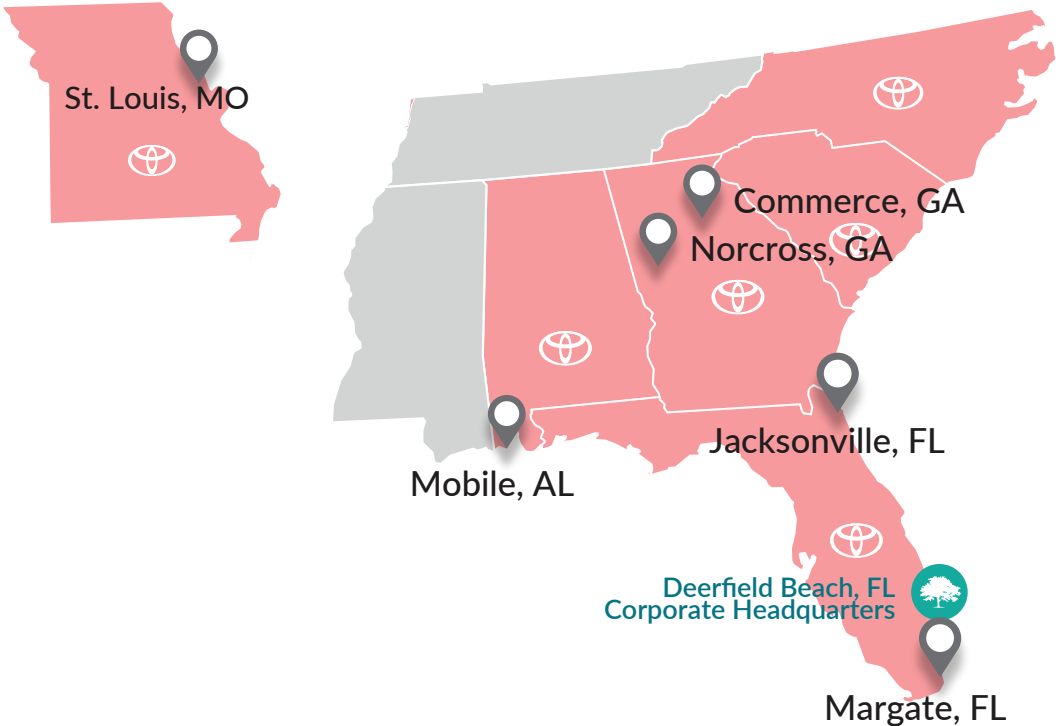
 **32,994**
Alabama

 **196,620**
Florida

 **66,264**
Georgia

 **69,447**
North Carolina

 **30,830**
South Carolina



	Alabama	Florida	Georgia	Missouri
Associates	373	2,813	315	318
Payroll	\$31,238,393	\$548,365,704	\$32,883,230	\$25,485,538
Sales Tax	\$1,139,562	\$27,830,878	\$154,260	\$17,124
Taxes	\$80,443	\$6,106,190	\$716,972	\$199,719
Local Purchases	\$7,251,855	\$200,391,145	\$273,506,483	\$8,270,866

*A major business operation is defined as a state with more than 250 associates.



2024 Accomplishments



4 brands ranked #1
by Entrepreneur magazine

2,639 franchise territories
in the U.S. and Canada



78 branch offices in the Pacific
Northwest and Louisville Metro area

18,769 home sales facilitated –
new neighbors welcomed!



275+ associates located across
the U.S., Australia and New Zealand

18 total product launches

2024



JM Family Holdings, a subsidiary of JM Family Enterprises, was established to drive growth across a diverse range of industries. As a long-term partner, we help build industry-leading companies by leveraging our strategic advantages and staying true to our core values. JM Family Holdings now has three primary operating companies and more than 1,100 associates.*



Home Franchise Concepts is one of the world's largest franchising systems in home improvement goods and services. Its 10 brands include AdvantaClean, Aussie Pet Mobile, Bath Tune-Up, Budget Blinds, Concrete Craft, Kitchen Tune-Up, PremierGarage, The Tailored Closet, Two Maids and Lightspeed Restoration.

homefranchiseconcepts.com



* For franchise model businesses, JM Family owns the franchisor, not the franchisees.



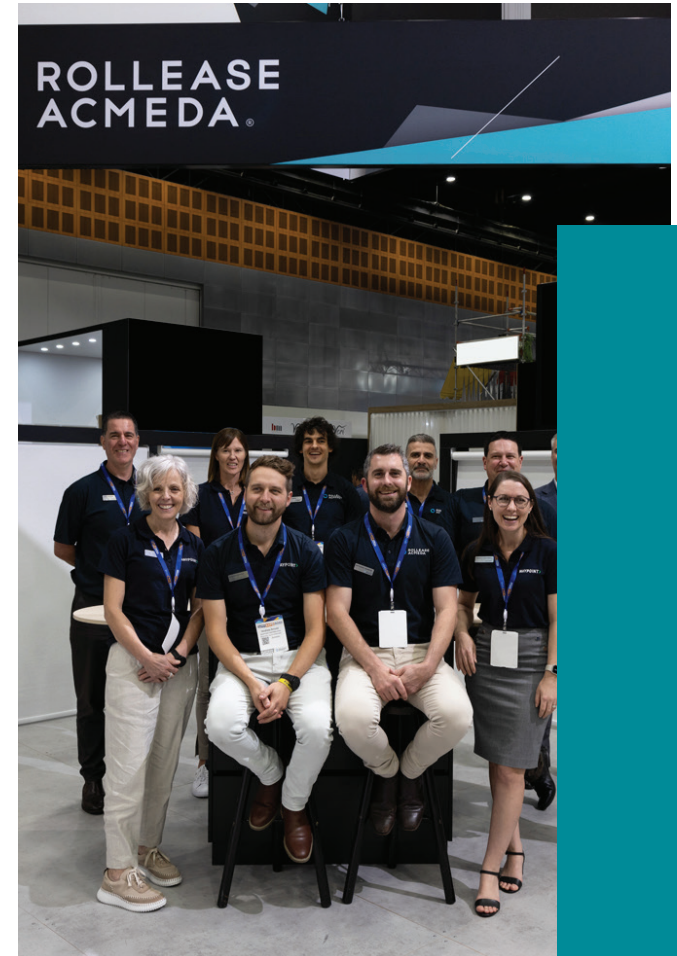
Futura Title & Escrow, headquartered in Boise, Idaho, is the largest independent title and escrow group in the Pacific Northwest and Louisville Metro area. With five unique brands including: Alliance Title & Escrow, AmeriTitle, Momentum Title Agency, Pacific Alliance Title and Kittitas Title and Escrow, they offer a complete range of commercial and residential title and escrow services.

futuraitle.com



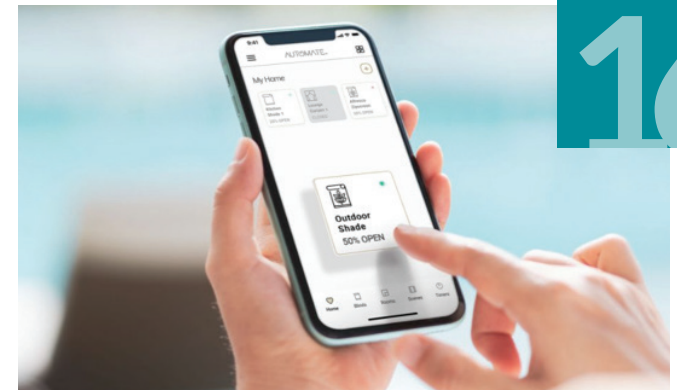
Rollease Acmeda is the largest independent, engineered component and systems manufacturer and distributor in the window covering industry. Headquartered in Stamford, Connecticut, the company has a global team and distribution facilities serving thousands of customers in more than 40 countries around the world.

rolleaseacmeda.com



OUR BUSINESS

16





Our founder, Jim Moran, instilled in JM Family Enterprises a deep commitment to giving back. Today, we continue to honor that legacy by inspiring action and empowering our associates to strengthen the communities where we live and work.

Through financial support and volunteerism, we strive to make a meaningful impact that reflects our culture, our people and our communities. Our charitable giving focuses on three key areas: empowering families, promoting education and embracing the environment.



Our annual United Way campaign showcased the impact of coming together to make a positive difference. In 2024, our associates donated a record-breaking **\$1.1 Million** to support and strengthen our communities.



American Red Cross

In partnership with Toyota Motor North America and Gulf States Toyota, JM Family contributes \$150,000 annually to the American Red Cross, bringing our collaborative support to **\$550,000**. In 2024, JM Family donated an additional \$200,000 to the American Red Cross and the Florida Disaster Relief Fund for Hurricane Helene and Hurricane Milton recovery efforts.





During our annual food bank campaign, associates contributed **\$184,000** to our Feeding America partners, doing our part to help end hunger in our communities.



JM Family associates completed their 47th home build in 2024, putting in more than **25,000** hours of sweat equity over the past two decades to help families realize the dream of homeownership.



Caring for each other during difficult times is intrinsic to our culture. The Associates Helping Associates program provided close to **\$300,000** to 153 associates in 2024, offering support during some of life's most challenging times. More than 1,200 individuals have benefited from this associate-driven program since its inception, with more than \$2.3 million in aid donated and dispersed.



Each year, our associates help students living in our local communities begin the school year with confidence. Through our backpack drive, we collect and distribute essential supplies, providing more than **2,000** stocked backpacks in 2024.

2024 Accomplishments



\$55 Million

contributed to nonprofit organizations



25,000

hours volunteered



60

leaders from JM Family served on the boards of nonprofit organizations



Get to Know Us

Our greatest strength is our people—the thousands of associates who inspire, innovate and collaborate to make JM Family better. Whether learning valuable new skills, driving impactful projects, fostering an inclusive culture, or enhancing benefits to meet the needs of our workforce, we are continuously building a stronger, more dynamic organization. **Together, we are:**



Worldwide: Our associates live and work in **44 states** and Puerto Rico, and in **three countries** around the globe



Tenured: JM Family associates average 10+ years with the company



Giving: \$1.5 Million donated by associates in 2024 to the communities where we live and work

2024

ASSOCIATE GROWTH AND DEVELOPMENT

Continuous improvement is at the heart of our associate growth strategy. JM Family provides opportunities for associates to advance their skills and reach their greatest potential, including in-house development programs and tuition reimbursement for continuing education.



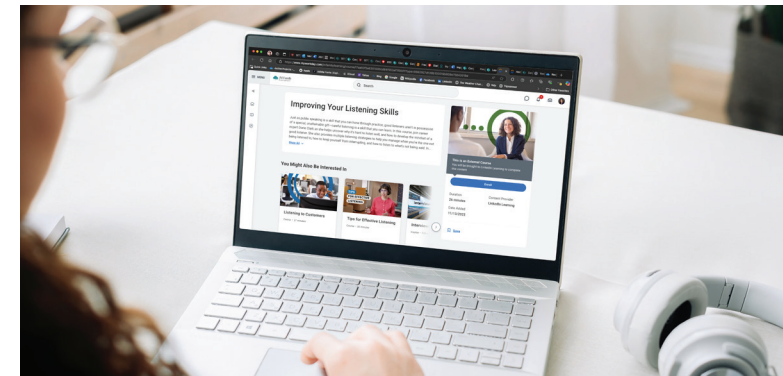
The **Analyst Rotation Program** develops well-rounded analysts through hands-on experience, structured mentorship and targeted training. Designed to attract recent graduates, it aligns career goals with JM Family's strategic needs, offering participants exposure to various areas of our business and preparing them for future roles.



JM Family associates have an appetite for continuous improvement, essential to their growth and our success. To support this, we have integrated curated **LinkedIn Learning** journeys into **Workday**, our internal human resources platform. This helps associates incorporate proactive learning into their routines, ensuring they have the resources they need to thrive and drive our business forward.



Our **ITS Academy** builds on recent college graduates' education, equipping them with skills aligned with JM Family's technology practices. They gain comprehensive technical, professional, interpersonal and business skills through structured training, challenging assignments, rotations, and mentorships. As current participants near program completion and transition to permanent roles, recruitment for the next class is underway.



Offered in partnership with **Florida Atlantic University**, **nextGRAD** offers fully funded online certificates and degrees aligned with JM Family's business priorities. **Northwood University** provides specialized tuition scholarships for associates, spouses and dependents to pursue online automotive-focused degree programs. The **Education Assistance Program** offers financial support for job-related courses and degrees, helping associates expand skills and advance within the company.



JM Family and its subsidiaries welcomed more than 100 interns from 22 states across the country in 2024. College and graduate-level students engaged in meaningful work experiences connected with their programs of study, including meeting with members of the executive management team.





INNOVATIONS IN AI

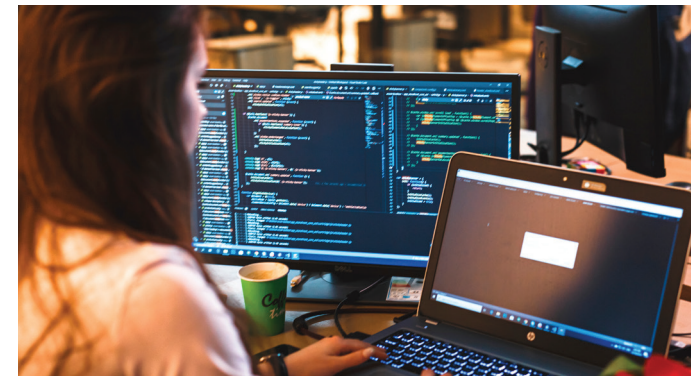
JM Family's **Doing It Better Showcase** (DIBS) highlights associate-driven innovations in a *Shark Tank*-style competition, reinforcing our culture of continuous improvement and creating immediate impact.

This year's top team pitched an AI-powered intranet designed to personalize the associate experience—boosting efficiency, collaboration and engagement. By embracing cutting-edge technology (affectionately named Hubert AI), we're equipping our workforce with the tools to thrive, connect and drive future success. Enterprise-wide project teams submitted additional solutions which were implemented in four categories: process improvement, cost reduction, associate engagement and revenue generation. The result is improved processes and an elevated experience for our companies, our customers and our communities.



Additionally, the **Artificial Intelligence Center of Excellence** (AI CoE) was established by JM Family in 2024 to serve as a central hub for AI expertise, best practices and resources. It creates business value by fostering the adoption of AI to enhance decision-making, improve operational efficiency and drive innovation. The AI CoE developed the infrastructure, governance and framework for responsible AI adoption. It also launched a Responsible AI governance program to align AI initiatives with company culture, ethics and regulations.

To further innovation, the AI CoE formed the AI Council, a cross-functional team of business leaders dedicated to championing AI adoption while driving collaboration and strategic alignment. Each JM Family subsidiary has implemented AI solutions, providing insights for future AI strategy while addressing key business opportunities.



CHAMPIONING INCLUSIVITY

Our **Diversity and Inclusion Champions** foster an environment where associates feel a sense of belonging. By leading coaching sessions on workplace language, meeting habits and broader diversity and inclusion (D&I) concepts, our Champions promote a collaborative culture where each voice is heard and time is respected.

The **Executive Diversity and Inclusion Council** ensures a unified enterprise-wide D&I strategy. Bringing together the leaders from our business units, the Council aligns efforts, integrates diverse perspectives and amplifies associate-driven innovation and continuous improvement.

Our **Business Resource Groups** (BRGs) are company-hosted communities aligned with business goals. They offer associates strategic networking opportunities, professional development and access to specialized resources—all while fostering inclusivity, belonging and meaningful change across our organization.



See how our BRGs made a difference in 2024:

- **HBCU Connect** hosted a Black History Month chat with Dr. Bernice A. King, deepening understanding and appreciation of Historically Black Colleges and Universities.
- **Parents Connect** navigated work-life balance, hosting Bring Your Child to Work Day.
- **Special Needs** advised on applying for benefits for children with disabilities.
- **PRIDE Network** ensured a safe, authentic workplace for community members and allies.
- **Rising Leaders and Toastmasters** provided networking and professional development.
- **Voices of Women in the Field** strengthened leadership connections and growth for managers in dealer-facing roles.
- **Veterans and Military Families** honors service members as they navigate workplace success.
- **Women in Leadership** hosted events that powered associate development and fostered inclusive, purpose-driven leadership.



INNOVATIVE BENEFITS

When our associates thrive, JM Family and its subsidiaries thrive. In 2024, we continued a multi-year modernization of the company's benefits portfolio to meet the evolving needs of our workforce and job seekers. Based on associate feedback and industry benchmarks, JM Family offers comprehensive benefits to attract and retain top talent. In our major business locations, we also offer onsite fitness centers and wellness centers with company doctors and nurses.



401(k) plans with employer contribution



Associate Assistance Programs



Paid time off policies



2024 Accomplishments

WELL Gold Certified

At JM Family, we are committed to promoting the health and well-being of our associates. In 2024, we earned **WELL Gold Certification** for several buildings on our Deerfield Beach, Florida campus, including our dining facility. The **WELL Standard** is a library of over 500 evidence-based, design, policy and operational strategies that, when implemented, can improve the health and well-being of a workforce.

Many elements of our **WELL Certification** are universal programs available to all associates at all locations, such as health benefits and tobacco-free facilities. This achievement reflects our dedication to providing a healthy, comfortable and sustainable work environment.



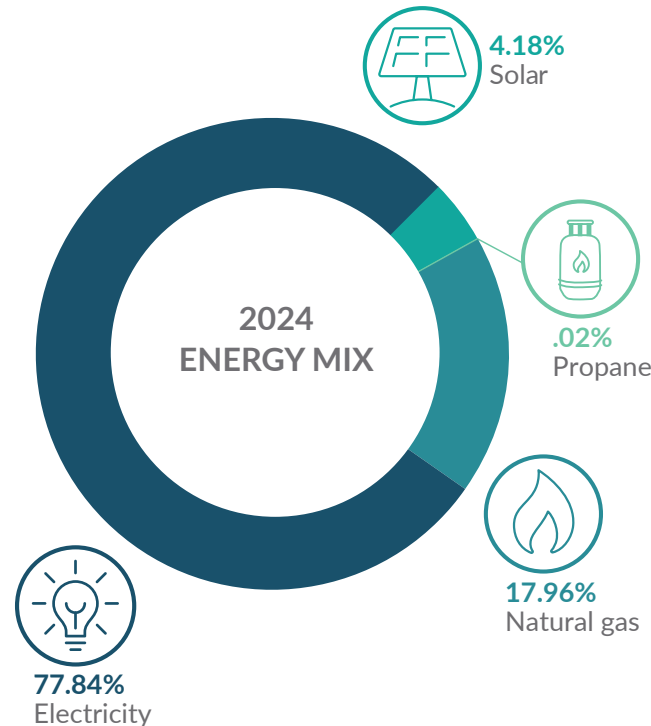
2024

OUR ENVIRONMENT

JM Family Enterprises is dedicated to environmental stewardship. By integrating sustainability into our business practices, we aim to minimize our impact while supporting growth. Our commitment ensures we meet today's needs without compromising future generations. Data is inclusive of all JM Family automotive companies.

ENERGY MIX

As we grow and welcome more associates to our campuses, a 16% increase in total nonrenewable energy consumption was recorded in 2024.



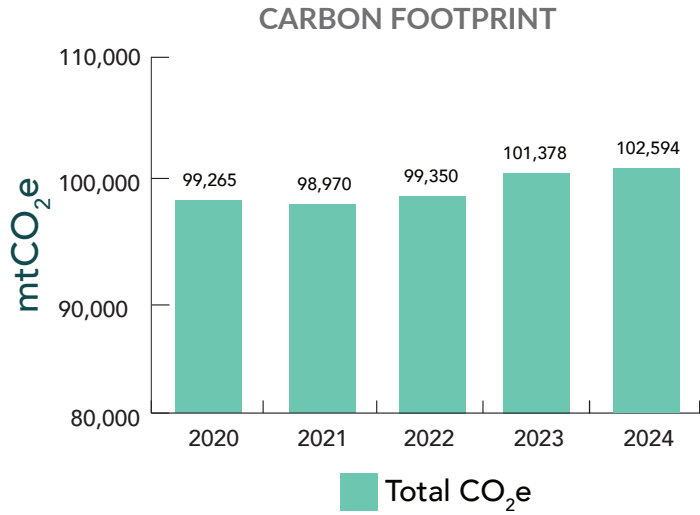
SOLAR PORTFOLIO

In 2024, our solar arrays generated 1,844,222 kWh of clean, renewable energy, accounting for nearly 4.5% of our total energy consumption. By using solar power instead of non-renewable sources, we prevented the emission of 695 metric tons of carbon dioxide equivalents (mtCO₂e). This reduction is comparable to taking 167 gasoline-powered passenger vehicles off the road for an entire year.



CARBON FOOTPRINT TREND

Overall, our carbon footprint remained flat in 2024 with a total value of 102,594 metric tons of carbon dioxide equivalents (mtCO₂e).



WATER CONSERVATION

In 2024, JM Family achieved a significant milestone by reducing total water consumption by 18%, underscoring our commitment to sustainable resource management and environmental stewardship.



-18%
total water reduction



-23%
reduction in irrigation



-29%
reduction by cars



-1%
reduction by people and buildings

WASTE REDUCTION & IMPROVED RESOURCE USE

Recycled **75%** of our total waste and earned over **\$775,000** in rebates. Select recycled commodities include:



1,547,770 pounds
cardboard
2,148,173 pounds
wooden pallets
1,829,868 pounds
metals



CARE TODAY SAFEGUARD TOMORROW

Southeast Toyota Distributors reaffirmed its commitment to a safe and eco-friendly workplace with the new program, “Care Today, Safeguard Tomorrow,” to highlight the importance of today’s actions in ensuring a safer, healthier future.

Associates pledged their commitment by signing banners to display at each facility, reinforcing the team’s ongoing dedication to associate safety and environmental stewardship.



Our Family of Companies:



Driven by 22 years of success, the best-selling Toyota Camry entered a new era in 2024 as production began on the all-hybrid 2025 model—blending bold style, advanced technology and a reimagined driving experience.