



Five Star Quality Care, Inc.

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NEWS RELEASE

Three Five Star Senior Living Communities Achieve the First Ever J.D. Power Senior Living Certifications

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NEWTON, Mass.--(BUSINESS WIRE)-- **Five Star Senior Living Inc. (Nasdaq: FVE)**, one of the nation's leading senior living and healthcare service providers, is pleased to announce that three of its senior living communities are the first to achieve J.D. Power Senior Living Community Certification. The certification process includes a rigorous on-site evaluation covering over 170 operational best practices as well as passing a customer satisfaction survey. The three communities are; Five Star Premier Residences of Hollywood (Hollywood, FL), The Horizon Club (Deerfield Beach, FL) and Five Star Premier Residences of Boca Raton (Boca Raton, FL).

J.D. Power's Senior Living Community Certification was launched in 2018 to recognize the contributions senior living communities have made to improve quality of life for both older adults and family caregivers, while also providing those same consumers with vital information necessary to make informed decisions when choosing a senior living community. The certification process is conducted in partnership with Andrew Carle, J.D. Power senior living industry consultant, who is also President of Carle Consulting and Adjunct Professor and Founding Director of the Program in Senior Housing Administration at George Mason University.

In total, 93 Five Star communities rank among the top 20% in overall customer satisfaction, as defined by the 2018 J.D. Power Senior Living Satisfaction Study,SM which captured residents or decision-makers' voice and quantified community performance across 17 metrics and 14 key indicators.

"Five Star Senior Living is proud to partner with J.D. Power in its efforts to help customers identify the top senior living providers," said Katie Potter, Chief Executive Officer of Five Star Senior Living. "We are delighted that the first three senior living communities to achieve this certification are part of the Five Star Senior Living family, and we look forward to building on this success at our communities across the country."

About Five Star Senior Living

Five Star Senior Living operates over 280 Independent Living, Assisted Living, Alzheimer's/Memory Care, and Healthcare Centers with Skilled Nursing & Rehabilitation and Continuing Care Retirement Communities across the country. Five Star is headquartered in Newton, Massachusetts.

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