

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Nancy "Dorie" Braswell Phone 419-476-2313 Date July 12, 2009 City Toledo OH 43612  
3825 Leyboer Ave

Thank you for taking the time to answer a few questions about your basement waterproofing experience with FSM from start to finish. All comments and concerns are reviewed for quality purposes and improvements. Here at Foundation Systems of Michigan we strive to be the best at what we can do for you our customer.

\*How would you rate your initial contact with FSM? Poor average good excellent

Comments \_\_\_\_\_

\*How would you rate your meeting with your inspector? Poor average good excellent

Comments There is extreme knowledge and personable. No high pressure.

\*How would you rate the scheduling of the work to be done? Poor average good excellent

Comments worked well in my schedule

\*How would you rate the install of the work performed? Poor average good excellent

Comments with a few minor problems (staples were removed to inspect while on vacation), all were taken care of promptly

\*How would you rate overall company performance? Poor average good excellent

Comments Everyone at the office was very helpful when I had questions. Bob Brown the owner, also answered some questions for me.

Would you refer us to your friends and family? YES NO May we use you as a reference? YES NO

without hesitation

Your entire staff here, Paul's Pisco and Keena & Julie were great to work with. Thank you for FSM a smooth installation

Dorie Braswell

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