

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name T. Thomas Cook Phone 248-738-0272 Date 8-7-08 City West. Bloomfield, MI

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 Steve Fay came across well during our meetings and phone conversations

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

Comments \_\_\_\_\_

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

Comments The young man who did the work, (Nate) was very informative and helpful.

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

Comments \_\_\_\_\_

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

Overall I was very pleased with everyone I came in contact with at the Company - Professional Organization



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