

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Dorine Hall Date 3/8/08 /canton

Thank you for taking the time to answer a few questions about your 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 Knowledgeable, friendly, professional and willing

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

Comments Very knowledgeable, desire to help identify the problem and get the job done. Friendly

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

Comments met my needs in scheduling and showed up within the time frame

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

Comments solved my problem

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

Comments My entire experience with FSM was excellent from start to finish. The follow-up is great

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

No doubt about it.



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