

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name THELON R CHAPLIN Date 4-15-08 / Roseville

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 PROFESSIONAL + COURTEOUS ON THE PHONE

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

Comments KNOWLEDGEABLE, METHADICAL + TOOK THE TIME TO ANSWER MY QUESTIONS... VERY MUCH A "NO PRESSURE" MEETING

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

Comments NO PROBLEMS HERE

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

Comments THEY DISRUPTED THE HOUSEHOLD AS LITTLE AS POSSIBLE. THE BASEMENT WAS "QUARANTINED" OFF FROM THE REST OF THE HOUSE, CONFIRMING DUST TO THE BASEMENT

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

Comments EVERYTHING LOOKS GREAT

Would you refer us to your friends and family? YES NO
NO

May we use you as a reference? YES



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