

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Robert and Cecelia Webb Phone 313-386-1976 Date August 20, 2008 City Allen Park

Thank you for taking the time to answer a few questions about your Foundation Repair 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 Office staff was very pleasant and helpful in answering our questions. She went out of her way to make sure we got the information we wanted.

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

Comments Steve was really great. He assessed our problems, fully explained our best solutions, and willingly returned at our request to clarify our preparation needs. His approach seemed to have our needs first.

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

Comments Scheduling was reasonable and was made known right from the onset. There was no delay from given date

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

Comments The crew appeared knowledgeable and went right to work. They were careful to cover all things in the basement, even the stairs. Nate ran everything smoothly and did a good job of keeping us informed.

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

Comments Our experience with FSM was totally positive right from the initial contact to the final cleanup which they did. The unexpected appearance of the owner making sure the job was satisfactory really was a plus.

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



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