

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Bill Cobb Phone 586-294-3877 Date 3/31/09 City FRASER

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 RESPONSIVE TO PROBLEM AT HAND.

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

Comments NO HARD SELL ON JOB TO BE PERFORMED. provided excellent guidance & suggestions to correcting BASEMENT ISSUE.

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

Comments Rep's worked TO Accomodate my schedule for repair work.

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

Comments TOO EARLY TO OBTAIN AN EXCELLENT RATING, but work performed appears to have solved problem.

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

Comments TOOK CARE OF MY PROBLEM FROM INITIAL CONTACT TO FINISHED WORK.

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



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