

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Laura Shepard Phone 8109199293 Date 9/10/09 City Chesterfield

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 Quick response to email

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

Comments _____

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

Comments Very accomodating

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

Comments _____

*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



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