

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Vincent E. Pennell, M.D. Phone 734.418.2775 Date 3/29/09 City Saline

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 Deanna & Vicki were very nice & accomodated my schedule.

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

Comments Jeff Wearer was very nice and a pleasure to talk to. Very up-front & honest!

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

Comments \_\_\_\_\_

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

Comments Paul provided me with a detailed explanation of the repair.

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

Comments Nice people. Very understanding & highly competent.

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

I would recommend this company to all of my friends, family & colleagues.



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