

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name A. Lechlerdner Phone 248-280-1375 Date 6/1/08 City ROYAL OAK

Thank you for taking the time to answer a few questions about your **Crawl Space Encapsulation** 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 Phone CONTACT very professional & pleasant

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

Comments Steve was very knowledgeable & professional
Also, very pleasant & did not pressure me to make decision unlike another company

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

Comments Very accomodating / within 2 weeks

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

Comments The crew who did the work were great! They made sure I understood what needed done & how they were doing it. Cleaned up

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

Comments Another company & salesman tried to sell me piers to the amount of 10,000 which I didn't need & pressured me to the point of insulting!

Would you refer us to your friends and family? **YES NO** May we use you as a reference? **YES NO**
Your company found the problem and corrected it properly and were honest!



1-877-379-6424
Drymich.com
36757 Amrhein, Livonia MI 48150

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name ROSEMARY SWEET Phone 810-227-1193 Date 6-1-08 City BRIGHTON MI

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 _____

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

Comments INFORMATIVE, FRIENDLY, NOT HIGH PRESSURE, VERY KNOWLEDGEABLE

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

Comments WORK DONE AS SCHEDULED

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

Comments HELPFUL, FRIENDLY WORKERS, NEAT AND CLEAN WORK AND CLEANUP

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

Comments EFFICIENT, I FELT VERY COMFORTABLE DEALING WITH THEM FROM START TO FINISH.

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

GREAT TEAM I DID WRITE GLENN HAEGE AND TELL HIM HOW PLEASED I WAS.



1-877-379-6424
Drymich.com
36757 Amrhein, Livonia MI 48150