

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Bill Hopper Phone (810) 653-8830 Date 1-10-12 City DAVISON

WORK DONE IN WEST BRANCH.

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 Everyone was helpful in answering our questions and helped us facilitate getting started by getting us direct contact with the inspector.

*How would you rate your FSM representative/Inspector? Poor average good excellent

Comments He was very helpful and informative.

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

Comments The work was scheduled quickly and we were kept up to date with follow-up calls.

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

Comments Very professional. It was not an easy space to work in, but they worked hard, stayed on task and completed the work more quickly than expected.

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

Comments Our expectations were exceeded, especially by the installers. They kept us posted on progress and left the area spotless.

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

Thank you for a great experience!
William Steger

