

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name D. BURR Phone 248-565-7184 Date 11/10/2011 City R.O., 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 FRIENDLY, KNOWLEDGEABLE,
GOOD LISTENER TO CUSTOMER NEEDS/WANTS.

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

Comments SEE ABOVE COMMENTS

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

Comments WORKED AROUND OUR SCHEDULE
TO MINIMIZE IMPACT ON ELDERLY CUSTOMER

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

Comments HARD WORKING, ATTENTION TO DETAIL
POLITE, CONSIDERATE OF HOME!

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

Comments COMPLETELY SATISFIED, I'D
RECOMMEND CO, INSPECTOR & WORK TEAM!

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



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