

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Ed Marchese Phone (248) 375-9712 Date 4-28-09 City Rochester Hills

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 Quick to respond (on a weekend), courteous.

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

Comments I was offered a solution to an ongoing problem. They didn't try to sell me just the encapsulation product. My crawl needed more than that.

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

Comments Job started on time and finished ahead of schedule, even during the busy spring season. Very straightforward, no drama.

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

Comments Paul & crew were fast, kept me informed throughout the process and fixed all of the small incidental findings along the way.

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

Comments FSM offers both carpentry & water proofing which combined, makes them unique and able to earn my business. After many proposals to fix my crawl were rejected, FSM had the best solution at the right price.

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

* The new sump was pumping into the existing sump. I installed a check valve on the old sump and problem was solved. The first few days it seemed odd that one would pump and the other would come on immediately after.



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