

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Anna Panagos (213) Phone 565-0442 Date 9-2010 City Dearborn Dts

Thank you for taking the time to answer a few questions about your **Foundation Repair** 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 Steven Ray was most informative on what had to be done. Very specific, which I appreciated.

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

Comments Excellent

*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 It seemed to my untrained eye, thorough & complete. I really felt they did not "cut corners" just to get the job done.

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

Comments Excellent. I initially had "reservations", but I know the right & proper correction was made to my home.

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

*The entire experience was most special!
You are a class act!
Your men on the job made a very special effort to please me on the "cleanup, & putting things 'in order'"; at completion -
Anna Panagos*



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*I am an experienced & savvy home owner & would highly recommend your Company!
JP*