

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name GARY MIZGA Phone 331-972-4852 Date 10-8-10 City STAUWOOD, MI

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 GOOD WEB SITE, NICE people on first contact

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

Comments Steve Ray - good guy!

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

Comments Nate was too good & too fast and it worked - one day!

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

Comments Clay and his crew were excellent

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

Comments Only concern was the performance of our condensation furnace drains

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

↳ But Bill came this week to fix. Time will tell and will be in touch if further water on top is noticed. But thanks, as Steve said our damp smell



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is better and will go away eventually.