

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Gladys Garten Phone 914-1551<sup>586</sup> Date 10-18-09 City Macomb

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 \_\_\_\_\_

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

Comments Went out of his way to get pictures of crawl space for me before a commitment to purchase encapsulation

\*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 just as proposed. Very organized

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

Comments Perhaps a tarp to put all the junk on instead of on a deck. Have to repaint as the dirt/clay would not wash off with soap and brush.

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

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