

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name HAROLD Miller Phone 586 770 2244 Date 9-15-11 City St Clair Shores

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, HELPFUL " Didn't Drag on TO LONG Just Enough!!

*How would you rate your FSM representative/Inspector?

Poor average good excellent

Comments Easy to TALK with, Courteous
made me feel comfortable

*How would you rate the scheduling of the work to be done?

Poor average good excellent

Comments Had to wait long time From Estimate to Install

*How would you rate the install of the work performed?

Poor average good excellent

Comments Clean, Friendly, Explained the Process and informed us of the steps taken.

*How would you rate overall company performance?

Poor average good excellent

Comments Run Like a Family Business
Supervisor made special Trip to Pick

Would you refer us to your friends and family? YES NO

May we use you as a reference? YES NO

Hope Birth off Baby was (OK)
Great CREW.

UP worker to get to The Birth of His Kid. Great!!!

P.S. my wife is a Clean Freak and she WAS SATISFIED



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