

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name J. STRASSER Phone 248 589 3117 Date 8/25/10 City CRAWFORD

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 CONVERSATION WENT BEYOND REASON FOR CONTACT WHICH I ENJOYED.

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

Comments WAS RECEPTIVE TO MY NEEDS.

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

Comments CAME WHEN THEY SAID THEY WOULD.

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

Comments I AM NOT A CONTRACTOR ABLE TO RATE WORK, WAS PLEASED WITH CREW AND DISCUSSION OF WORK BEING DONE.

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

Comments _____

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



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