

FOUNDATION SYSTEMS OF MICHIGAN INC.

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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 I wasn't expecting the CSR rep to ask questions regarding sq. footage, crawlspace hgt, etc. but was glad I knew.

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

Comments Steve Ray went into the crawlspace on a hot, muggy, rainy day & then took the time to explain product/service.

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

Comments The initial meeting was in July, but the service couldn't be scheduled until September. This isn't a bad thing, though.

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

Comments The installation crew got to work right away & clean up all the debris that blew around the yard, but my tv cables were pulled too tightly to the floor.

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

Comments So far, we're very pleased with the service and product. Of all the work we've had done on my house so far, FSM is the best crew that has come out.

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

My neighbor recommended FSM to me. She said it would make a huge difference, and she was right!  
Steve also told me I'd notice the absence of odor almost instantly after encapsulation. The air seems much cleaner since!



Thank you!

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