

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name: Johnny J. Shepard Phone 313-534-5024 Date 7/16/2010 City: Detroit, MI

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

Comment: It was my perception that the initial meeting met every component of professionalism.

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

Comment: Ron, the inspector, was genuine; he portrayed objectivity, professionalism and good people skills.

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

Comment: Scheduling was in complete harmony with my domestic agenda.

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

Comment: The installers were greatly focused and task-oriented and went about doing their work, seemingly, with an accent on efficiency. Afterward, they cleaned their work areas impressively well. They appeared to be FSM's high performers.

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

Comment: Most importantly, the leaking water along a portion of the floor of the basement eastern wall appears to have been diverted elsewhere. After last night intense rainfall, I did not witness any wet spots or running water inside the basement and, or near the repaired area. Despite an oversight to include a "paid in full" receipt in the final communiqué, I have rated the company's overall performance as an **A-**. The oversight has been corrected. Still, the installers performed superbly well and I am satisfied with the completed undertaking.

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

FSM

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OF MICHIGAN

1-877-379-6424

Drymich.com

36733 Amrhein, Lavonia, MI 48150