

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name KLAUS KUMMER Phone 734-913-9371 Date 8-30-11 City ANN ARBOR

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 WE CALLED FOR HELP WHEN EVERYBODY HAD FLOODING PROBLEMS.

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

Comments INSPECTOR WAS KNOWLEDGEABLE AND PROMPT WITH HIS ASSISTANCE AND HELPED US SETTING UP AN INSTALLER.

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

Comments FROM THE OFFICE WITHIN TWO DAYS AFTER ANOTHER STORM DAMAGED BASEMENT AGAIN.

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

Comments EXCELLENT PERFORMANCE. BUT ANOTHER RAIN DROPPED THE PEA GRAVEL IN THE SLOT WHICH I RE FILLED.

\*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

