

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name MARK O'LEARY Phone ⁷³⁴ 464 5944 Date 1-19-12 City LIVONIA

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 AS arrived and looked at my basement, measured the wall added both corners turns, and gave a estimate.

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

Comments _____

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

Comments Your company is pretty busy and when the water is coming in you would like it fixed immediately.

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

Comments AJ crew got here early did the work fast & well the ZND crew did likewise. Only flaw was someone cut one of the electrical lines but the crew with Jeff Plum fixed the mistake.

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

Comments Your company does an excellent job from office to crews. I was happy & surprised to receive a Life time Warrant.

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

Mark O'Leary
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