

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Mary Newton Phone ⁽²⁴⁸⁾ 689-1863 Date April 27 City Troy
2009

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 Jeff Weaver, The project mgr. who did the initial estimate was very knowledgeable, courteous and personable

*How would you rate your meeting with your inspector? Poor average good excellent

Comments See above

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

Comments Receptionists were both nice and efficient

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

Comments So far, it has worked well. Workers were efficient, and "Bill" who was managing the installation was thorough and took the time to answer all of my questions and make sure I was satisfied.

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

Comments "Bill" and Jeff Weaver both went the "extra mile" for me. Thank you.

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



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