

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name MERRIE ZOGRAPH Phone 248-399-7640 Date 8-11-11 City HAZEL PARK

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 \_\_\_\_\_  
\_\_\_\_\_

\*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 \_\_\_\_\_  
\_\_\_\_\_

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

Comments \_\_\_\_\_  
\_\_\_\_\_

\*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

*As I stated in my letter to you, your company was like a breath of fresh air. All work was completed in a timely manner and everyone was a pleasure to work with, I just wish all companies worked like FSM! Excellent job. :)*



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*Thanks  
Merrie Zo-graph*