

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Paul Mitchell Phone 248-363-6880 Date 7/5/10 City White Lake
Linda Mitchell

Thank you for taking the time to answer a few questions about your **Crawl Space Encapsulation** 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 got three estimates. Steve is the only person who got back to us when he said he would.

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

Comments The person I initially talked to on the phone was willing to let me talk to an inspector before I scheduled an inspection.

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

Comments The only issue was that the crew showed up three days early and we did not get a phone call

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

Comments A.J. & his crew were very respectful and cleaned up at the end of each day.

*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

My brother does energy audits. He suggested we get someone to fix our crawl space. He did not know anyone who did this kind of work. We have suggested that he recommend FSM if he comes across anyone who needs this type of work.



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