

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name R. STOBGER Phone 420 3660 Date 10/21 City Bloomfield

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 WAS VERY INFORMAL WHEN ADDRESSING HIS CUSTOMER "RICH" WHICH I FOUND OFFENSIVE. HIS DEMANDOR NEEDED TO BE MORE PROFESSIONAL

*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 I delayed project + Then was accomodated very easily after - despite my delay.

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

Comments Crew lead was very professional clean I had great confidence in him

*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

Richard Stobger MD



1-877-379-6424
Drymich.com
36733 Amrhein, Livonia MI 48150