

FOUNDATION SYSTEMS OF MICHIGAN INC.

RANDALL  
Natalie  
Name Southern Phone <sup>989</sup> 772-4551 Date 11/11/11 City Mt. Pleasant

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 Phone call to office, Employee was informative & courteous

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

Comments Steve answered all our questions with his expertise

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

Comments They were able to accomodate our schedule

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

Comments Justin & his crew did the work in a timely manner & cleaned up after the work was done

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

Comments We are very satisfied from start to finish and the end product was everything we were told it would be.

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

We already referred to friends who are having their basement done in the near future.



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