

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Sheila Hill Phone 313531-3542 Date Aug 19, 2011 City Redford  
(work was done on house in Farmington Hills)

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 Every one at FSM - from the people who answer the phone, to the inspector, to the work crew, were outstanding.

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

Comments showed when he said he would, very knowledgeable, pleasant & helpful

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

Comments gave me a date when the work could be done, on the day that he gave me the estimate.

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

Comments Team was very professional, were happy to answer my questions & got the job done in the time ~~scheduled~~ scheduled.

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

Comments Very good customer relations. I have no complaints about FSM at all.

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

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