

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Steven Hillmer Phone 313-633-4191 Date Jan 5, 2012 City Belleville

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 Personal answering phone questions were able to answer all questions quickly and fully.

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

Comments Steve was very Business oriented and willing to ensure that the best man for the difficult job be able to do it.

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

Comments The work done was was fitted in to the time frame quickly to ensure job was able to be started and finished before the Christmas Holidays

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

Comments Considering the task that needed to be done on a old house A.J. went beyond what he was required to do to ensure a finished product that Company can be proud of.

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

Comments Everyone I dealt with was Very good at there jobs. Dedicated to customer satisfaction

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

Should have take before & After Photo's!

