

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Terri Treleven Phone 517 327-4767 Date 4-3-09 City Lansing

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 _____

*How would you rate your meeting with your inspector? Poor average good excellent

Comments Honest, upfront, no "hidden agendas" it was a pleasure doing business with him

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

Comments _____

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

Comments Installers were professional, efficient & courteous & my home needs. Great team of workers!

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

Comments Not out searching just for "a sale". Took time to talk about project, timely w/ project, no clean up for me!! YAY!!

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

IF I ever need this ~~no~~ system in my future home, FSM will be the ONLY company I contact. Thank you so much for your hard work to keep us Michiganders dry!!



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