

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name TODD HOFFMANN Phone 313 240-4091 Date 4/20/09 City DEARBORN

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 VERY PROFESSIONAL.

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

Comments OUTSTANDING JOB, ANSWERED ALL MY QUESTIONS AND POLITE.

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

Comments TOLERABLE.

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

Comments THE JOB ITSELF WAS EXTREMELY WELL DONE AND TIME EFFICIENT.
THE MESS THE JOB CREATED WAS QUITE A BIT MORE THAN EXPECTED.

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

Comments VERY PROFESSIONAL AND QUALITY WORK.

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



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