

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name W. Jarron Prichs Phone 586 795-3543 Date 9/15/11 City Sterling Hts

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 knowledgeable, courteous salesman

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

Comments explained everything that was to be done

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

Comments within one week of the inspection

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

Comments hard-working, courteous installer -- he could have used an extra hand w/ concrete work in basement -- a lot of work for one guy -- HE WORKED HARD

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

Comments Really pleased w/ work & results interested in some foundation work in spring

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



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