

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Chad + Christie Lamoreaux Phone 231-547-4847 Date 2-21-09 City Charlevoix

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 Very good follow up on scheduling apartment

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

Comments He was very knowledgeable and he came very prepared

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

Comments Everything went as planned, great follow up.

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

Comments No problems. Done in a day with everything done as promised.

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

Comments Positive experience all the way around

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



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