

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Ken Breen Phone <sup>248</sup> 478-3407 Date Jan 30, 2010 City Northville mailing City of Farmington Hill

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 \_\_\_\_\_

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

Comments Josh was very personable and very professional

\*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

Comments The install team worked clean, quickly, were extremely nice - far exceeded our expectations

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

Comments \_\_\_\_\_

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

Thank you!



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