

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Kristin Kuiken Phone (2) 476-5913 Date 4-11-09 City Farmington

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 Professional receptionist & follow-up call confirming appt. time

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

Comments He was knowledgeable, professional, & helpful...not high pressure Good, competitive rate too.

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

Comments good at accommodating my schedule

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

Comments They showed up not only on time, but ~10min. early, got right to work, cleaned everything up

*How would you rate overall company performance? Poor average good excellent well & didn't

Comments In a time when the little details of customer service ^{are} ~~is~~ so poor, your company ^{really shines!} make a mess of floors while doing work.

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

Excellent customer service on all levels from receptionist on phone, inspector, installors, & owner ^{who} even came by to inspect work.



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