

Name Pam Walker Phone 810 654-0745 Date 5-18-09 City Davison

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 friendly prompt

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

Comments informative

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

Comments scheduled 1 month later called back and told me they were busy w new calls.

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

Comments great care taken to keep rest of house clean covered stairs vents basement stuff

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

Comments great not treated like second hand used car sales person respectful

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



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