

FOUNDATION SYSTEMS OF MICHIGAN INC.

RUSSELL
Name SHUBITOWSKI Phone 586 790-3687 Date 05-26-09 City CLINTON TWP.

Thank you for taking the time to answer a few questions about your Foundation Repair 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 I INITIATED CONTACT WITH FSM WITH A PHONE CALL TO THE 1-800 NUMBER.

AN APPOINTMENT WAS MADE, VERIFIED BY E-MAIL, AND CONFIRMED WITH A PHONE CALL THE DAY BEFORE THE APPOINTMENT.

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

Comments THE INSPECTOR SEEMED VERY KNOWLEDGEABLE. HE UNDERSTOOD THE PROBLEM, EXPLAINED THE PROCESS FOR REPAIRING THE DAMAGED BASEMENT WALL, PREPARED AND EXPLAINED ALL THE PAPERWORK (CONTRACTS, LOAN APPLICATION, & DRAWINGS SHOWING WALL REPAIR.

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

Comments THE WORK WAS SCHEDULED PROMPTLY. THE CONTRACT FOR THE LOAN ARRIVED ON TIME, AND THE WORKERS SHOWED UP AS SCHEDULED.

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

Comments THE WORKERS WERE PROMPT, COURTEOUS & VERY NEAT. ALL THE WORK DISCUSSED DURING THE MEETING WITH THE INSPECTOR WAS CARRIED OUT.

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

Comments I WAS VERY HAPPY WITH THE WORK BY YOUR COMPANY. THE WORK & WORKERS LIVED UP TO THE PROMISE MADE BY YOUR COMPANY.

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

I WOULD DEFINITELY RECOMMEND FSM TO ANYONE. ALL WORK WAS DONE AS PROMISED. EVERYONE WHO HAS SEEN THE WORK HAS BEEN VERY IMPRESSED.



1-877-379-6424
Drymich.com
36757 Amrhein, Livonia MI 48150