

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name George Srabian Phone 734 658-7205 Date 4/1/10 City Flat Rock

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 Deena and Vickie are Very helpful and professional.

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

Comments Steve was my Rep. on both my jobs and he gave me options and explained them clearly.

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

Comments Gave me time to get ready and I was called when someone cancelled to move my date up. I didn't change but ITS nice to have options.

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

Comments These guys get it done and clean-up.

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

Comments So far, Excellent on all counts.

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

IF they had this type of problem FSM would be my first suggestion.



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