

FOUNDATION SYSTEMS OF MICHIGAN INC.

Name Linda Bradford Phone 517-548-0992 Date 4-27-10 City Howell

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 Very quick to respond.

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

Comments was very informative. was able to answer all my questions.

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

Comments The appointment was made while Josh was here, instead of having someone call later. I thought that was a nice touch.

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

Comments I didn't actually watch them do the work so I don't know if they did everything Josh said they would do, but some things they said that they didn't need to do.

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

Comments I was satisfied with the work that was done. I thought that Josh did a good job selling me on what would be done.

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

