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Dear Customer,

Thank you for allowing RAM Builders, Inc. the opportunity to perform work for you. In our continuing efforts to improve our service, we are seeking to better understand the needs and expectations of our customers. We would appreciate your help in this matter, and ask that you would take a few minutes to fill out this survey to educate us on your experience with RAM Builders, Inc. Please accept this pen as a small token of our thanks.

- How did you first hear about RAM Builders?
 Friend Yellow Page Ad Salt Lake Living Magazine Website Other: _____
- What was your reason for calling RAM Builders?
 Home Inspection Leaking Stucco Damaged Stucco Stucco Concern
 Other: _____
- In your estimation, how extensive did you feel your problem was? (What did you think the cost of repairs would be?) DID NOT KNOW

On a scale of 1 – 5, with 5 being the best, please rate RAM Builders on the following items:

- RAM Builders was timely and professional from the point that I placed a call to them, until the time someone looked at my home and then I received my proposal. 1 2 3 4 5
 Comments: _____
- The RAM Builders representative educated me about the stucco problems on my home. 1 2 3 4 5
 Comments: _____
- The video "What's Happening Behind Your Stucco" helped me to understand how stucco works and what caused the problems behind my stucco. 1 2 3 4 5
 Comments: IT IS A GOOD VIDEO, BUT WITH A CLEAR MARKETING SLANT.
 (If you did not receive a copy of this video, please fill-in the information on the back and we will be happy to send one to you free of charge.)

If you did not have stucco work done on your home by RAM Builders, Inc. skip to the comment section at the end.

- The work on my home was done in a timely and professional manner. 1 2 3 4 5
 Comments: _____
- The job site was kept as clean and orderly as possible. 1 2 3 4 5
 Comments: _____
- The Time & Material (T&M) rates and/or job costs were fair. 1 2 3 4 5
 Comments: I THINK THEY WERE A BIT HIGH, BUT NOT UNREASONABLE.

10. RAM Builder's interference with my daily lifestyle was minimal. (Trailers, scaffolding, workers' vehicles, etc., were not a problem.) 1 2 3 4 **5**
Comments: _____

11. The employees who did the repairs were timely and efficient. 1 2 3 4 **5**
Comments: _____

12. At the completion of the job, I was pleased with the work that had been done. 1 2 3 4 **5**
Comments: _____

13. I was please with the manner in which my yard and property were left at the completion of the job. (Landscaping was restored to its original state, trash and debris was removed, etc.) 1 2 3 4 **5**
Comments: _____

Please summarize your experience with your stucco problems, from where they first began to where they are now. THE ACID TEST REMAINS - RAIN WITH A DRIVING SOUTH WIND. HOWEVER I AM CONFIDENT IN THE WORK PERFORMED BY RAM. MY PRIOR EXPERIENCE WITH THE STUCCO ISSUES WAS RATHER FRUSTRATING. I AM APPALLED AT THE PROBLEMS WITH INITIAL CONSTRUCTION THAT WERE UNCOVERED WHEN THE STUCCO WAS REMOVED.

Any additional comments: THE EFFICIENCY AND WORK ETHIC OF THE RAM CREW WAS STRIKING. I AM NOT EASILY IMPRESSED, BUT THEY IMPRESSED ME. JUAN LOPEZ IN PARTICULAR IMPRESSED ME, BUT ALL THE WORKERS WERE VERY GOOD.

Thank you for your time and comments. Please mail or fax this survey back to us at your earliest convenience.

Check here to receive a free DVD "What's Happening Behind Your Stucco" (Fill-in the information below.)

(Optional)

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