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 LINDON, UTAH 84042  
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 www.rambuilders.com

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: Radio
- 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?) 10,000 +

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: \_\_\_\_\_  
 (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: I was very impressed. My wife commented about how good the crew was at keeping the mess contained.
- The Time & Material (T&M) rates and/or job costs were fair. 1 2 3 4 5  
 Comments: \_\_\_\_\_

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.

*I was very concerned that the stucco system on the entire home may have been in need of repair or replacement. The repairs that were recommended were obviously needed. I have had a lot of inquiries from neighbors with stucco concerns and have recommended RAM Builders to them.*

Any additional comments: *(cont) This is the FIRST contractor I have dealt with whom I would now recommend to anyone.*

*I am interested to know how much it would cost to do a follow up inspection on my chimney chase. Since the work was done I'd be had a fireplace installed and would like to know that they didn't do anything that could compromise the repairs that were done.*

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)

Name: Keith Pitchford

Phone #: cell 556-2812 home 253-9527

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_