

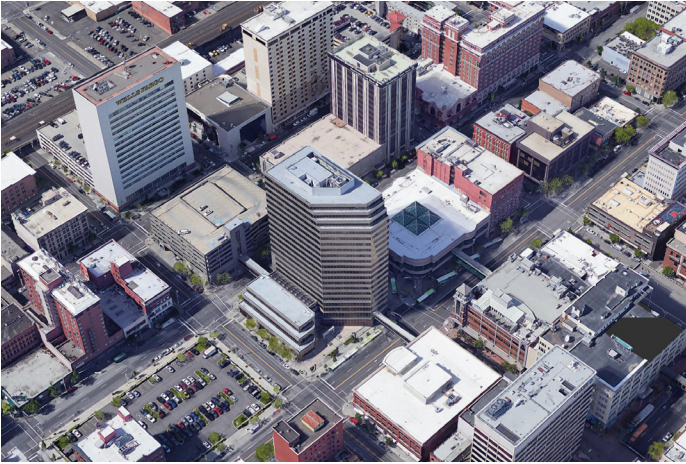
# Bank of America Financial Center



Built in 1981, the 20-story, 329,203 square foot Bank of America Financial Center is located in downtown Spokane. The property's largest tenant is Bank of America with the remaining tenant base composed of prominent professional service firms. At the time of purchase in 2007, the asset was considered a high-functioning, premier Class-A downtown office property.

Through its integrated property management approach, Unico saw an opportunity to increase asset profitability and return on investment, enhance tenant satisfaction, and improve building efficiency and sustainable practices.

Bank of America Financial Center is a 20-story, 329,203 sf office in Spokane, Washington



As a result of Unico's management, the building's occupancy increased from 82 percent to 93 percent

Unico applied its results-driven property management services to execute significant capital upgrades to the building. The management team improved the common areas, plaza, elevators, and lobby, considerably increasing value and tenant satisfaction. Unico also reduced operating expenses by \$1.80 per square foot, creating a better leasing value for tenants. Unico's commitment to providing best-in-class customer service and achieving excellence in sustainability provided an opportunity to implement Spokane's first comprehensive commercial recycling program. Additionally, the team installed bike lockers and showers for alternative commuting options.

Currently, BAFC is the most prestigious asset in the city with the most spacious floor plates in the market. As a result of Unico's management, the building's occupancy increased from 82 percent to 93 percent. In less than one year, the management team raised their customer service score to a best-in-class level; an award that only three percent of property managers achieve nationwide. Additionally due to Unico's sustainability efforts, BAFC received ENERGY STAR® ratings for efficient and reduced energy use in 2009 and 2010, and a LEED®-EB certification in 2011.