

FALL 2007

A newsletter for the tenants of the Federal Reserve Plaza

Building Contacts

Emergency
617.973.3333

Life Safety & Security
617.973.3602

Visitors Desk
617.973.3606

Client Services
Coordinator
Janice Kimsey
617.973.3651

Facility Director
Paul Gusmini
617.973.3890

Meeting & Event Planning
Fran Croken
617.973.3458

Catering Food Services
617.973.3596

Service Request Line
617.973.3255

Introducing our New Client Services Unit

We are excited to announce the establishment of our new Client Services Unit at 600 Atlantic Avenue. Over the past several months, Randi Cavanaugh, our Client Services Manager, has been working toward finalizing the organizational structure and goals of the unit. The unit's primary responsibilities include providing Client Relationship Management services, Meeting and Event Planning services, and Food and Vending services. As these services have always been available, our goal is to provide you with a central point of contact for these services, allowing us to provide them with an even greater level of quality and customer satisfaction. Additionally, the unit will allow us to monitor more closely the quality of the services you receive and respond most efficiently to your needs.

To create the most proficient and effective Client Services Unit, Randi has assembled a team with a long history of client relations experience. The team members' prior experience ranges from a former Executive Assistant to a Corporate Catering Manager and Meeting and Conference Coordinator to a former Director of Operations at the Boston Convention Center. During a meeting with Randi, she expressed "it was important to me to build a team that has an extensive background in customer relations and conference and meeting services. This has been accomplished and we look forward to providing our clients with the highest level of professionalism and service quality."



Standing from left to right: Nigel Pickett, Client Services Coordinator for Bank customers, Randi Cavanaugh, Client Services Manager and Fran Croken, General Manager of Meeting and Event Planning Services. Seated from left to right: Jenna Davis, Meeting and Event Planner and Janice Kimsey, Client Services Coordinator for tenant customers.

On November 1, 2007, we are having an Open House to formally introduce the new Client Services Unit. Over the next few weeks, we will be posting more information about the event on the 600 Atlantic website and encourage all of you to attend.

For service inquiries or comments please contact Janice Kimsey at 617-973-3651 and Fran Croken at 617-973-3458 for all questions or comments related to meeting and event coordination.



Meet Our New Tenant Client Services Coordinator



We are pleased to introduce you to Janice Kimsey, our new Tenant Client Services Coordinator. Janice will be your central point of contact for all building services. She will keep you informed on a wide range of activities and issues, from building projects, to events being hosted within our building to new services available in the building.

Janice will also monitor all of your existing services to ensure that your needs continue to be met in a timely and professional manner. She will collaborate with each of you as we look to expand the range of services offered in the building.

"I am looking forward to my new client services role in Property Management, among a group of people so committed to providing the highest quality service in

all areas," said Janice. "Making sure our service interactions are efficient and effective, and that we are responsive and inventive, creates a wonderful opportunity. I know many of our tenants well already, through my interactions in the President's Office. I think of them more as our neighbors, and I am interested in creating a vibrant, local "community" at 600 Atlantic Avenue."

For the last five years, Janice has served as the Executive Assistant to the President of the FRB of Boston. She holds a Bachelor of Science degree in International Business and Marketing from Northeastern University and is currently pursuing a Master's degree in Communications Management at Emerson College.

Please feel free to contact Janice with any questions or ideas - she invites your comments.

Tenant Feature

Ever wonder about other tenants in the building? Read on to learn about Peabody & Arnold LLP as our series continues about companies located at 600 Atlantic Avenue.



PEABODY & ARNOLD LLP
COUNSELLORS AT LAW

Please join us in welcoming Peabody & Arnold LLP as our newest tenant at 600 Atlantic Avenue. Peabody & Arnold occupies the sixth and seventh floors and joined the 600 Atlantic Avenue community in October 2007. Established in 1899, Peabody & Arnold is one of Boston's oldest law firms. With offices located in Boston and Providence, the firm has attorneys who are admitted to practice in Massachusetts, Connecticut, Maine, New Hampshire, New York, and Rhode Island.

Prior to coming to 600 Atlantic Avenue, Peabody & Arnold's Boston office was located at 30 Rowes Wharf. "We are very excited about our move to 600 Atlantic Avenue," said John Connelly, Vice Managing Partner at Peabody & Arnold. "The

building is in an excellent location for our lawyers, staff and clients, and we have been able to design and build out our space to accommodate all the needs of today's law practice."

Peabody & Arnold specializes in civil litigation and insurance services, which includes case strategy, discovery and motion practice, arbitration and mediation, trial practice, and appellate practice.

The firm provides legal services to insurance companies and their insureds, self-insurers, corporations, banks, credit unions, entrepreneurs, and individuals. The firm also provides services to its clients on antitrust, estate and probate, real estate and business law matters.

To learn more about Peabody & Arnold LLP, please visit the tenant website and click on contacts, then tenant listing.

"The building is in an excellent location for our lawyers, staff and clients..."

Landscaping: Office Appeal

At 600 Atlantic Avenue, we appreciate the benefits that plants, gardens, and floral arrangements have in the workplace and welcome the opportunity to meet all of your corporate landscaping needs. With extensive horticultural experience, our Landscape Supervisor, Paul Kelly, and his staff can recommend and provide suitable, seasonal plants for each area and suggest containers to match the style and décor of your office.

Through our Client Services Unit, we offer everything from floor plants and desk plants to small, medium, and large floral bouquets. Additionally, individual special orders for functions, special events or milestones, holiday poinsettias and decorations are no problem for our qualified staff. Our staff has received several awards for their expertise. In 2004, the unit was presented with eight awards at the Massachusetts Horticultural Society's Spring Flower Show, and in 2006, they received the Boston

Society of Landscape Architect's Design Award. In addition, Janice Perry, Office Manager at DALBAR, Inc., was so impressed by our Christmas fern and poinsettias trees displayed in the lobby last year that she chose to feature a photo of the display on DALBAR's corporate Christmas card.



As the holiday season approaches, we will be sending you our holiday plants and decorations flyer and ask that you place your orders early. Please contact our Client Services Unit at 617-973-3100 with any questions related to your holiday orders or other services provided by our landscaping unit.

DID YOU KNOW?

Discounted movie passes are available for purchase at the Atrium Shoppe. The passes are accepted by the following theaters: AMC, Loews, and National Amusement Showcase Cinemas.

