



August 7, 2013

To All Tenants,

As we at HEARN continue our evaluation of the various elements at The John Hancock Center that need improvement, no area has been given more consideration than building security. HEARN, in collaboration with the other component owners... residential, retail, (including the Signature Room), antenna, and the observatory... is fully engaged in a comprehensive assessment of the existing security protocols at JHC. With cooperation from the Cook County Department of Homeland Security (DHS), in particular the unit that handles Infra-Structure Protection and Threat Assessments, as well as the Federal DHS branch of the Protective Security Administration, we are working to create procedures that will significantly enhance the safety and welfare of those living, working, and visiting our property.

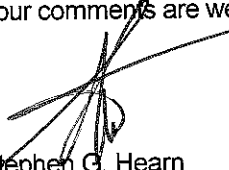
We also recognize that there must be a balance, and that many of you that live and work at the property do not want the length and breadth of safekeeping that imposes "airport-like" conditions on the general use and flow of traffic through the various facilities and amenities.

HEARN is consulting with recognized experts, from both the public and private sectors, to assist us in determining the most efficient and sensible confluence of heightened security, convenience, and much needed "way finding", in and around this iconic, multi-use property. A Security Assessment was last done by DHS in 2003 and we will be repeating this exercise in the very near future.

As you know, HEARN has owned this asset for only a month; however, in this short period, we have made considerable progress in planning the redevelopment of this, and other crucial functions at the property. We understand and embrace the responsibility for "fixing" and improving many procedures at Hancock that have not received the attention they deserve for many years.

It will be a process requiring careful and thoughtful analysis, approval by appropriate authorities, implementation and construction. Please recognize that no one is more committed to delivering a safer, more "user friendly" Hancock experience than those of us at HEARN deeply involved in this revitalization program.

Your comments are welcome. Your patience and understanding are appreciated.



Stephen G. Hearn  
President and CEO