Quicken® for Windows®
Account Conversion Instructions

[Insert Your Logo Here]

As [Financial Institution A] completes its system conversion to [Financial Institution B], you will need to modify your Quicken settings to ensure the smooth transition of your data. You will need your customer ID and password for [Financial Institution A] and [Financial Institution B]. **This update is time sensitive and must be completed between [Beginning Date] and [End Date].**

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking service may stop functioning properly. This conversion should take 15–30 minutes.

Note: In the following screen shots, red icon numbers match step number instructions. All bank and register information is fictitious and for illustration only.

This detour symbol indicates section instructions that are for bill pay customers only. If you do *not* use Quicken to make online bill payments, then you can skip these sections or steps.

Throughout this guide, this symbol displays to indicate that there are optional FAQs.

A. BACK UP YOUR CURRENT DATA
(ALL customers)

1. Choose **File** menu → **Backup**.
2. In the Quicken Backup dialog, specify which file to back up and where you want the backup saved, and then click **OK**.

B. DOWNLOAD THE LATEST QUICKEN UPDATE
(ALL customers)

1. Choose **Online** menu → **One Step Update**.
2. In the One Step Update Settings dialog, uncheck any boxes, and then click **Update Now**.
3. If a software update is available, then you will be prompted to apply it now.
4. When the update completes, restart Quicken.

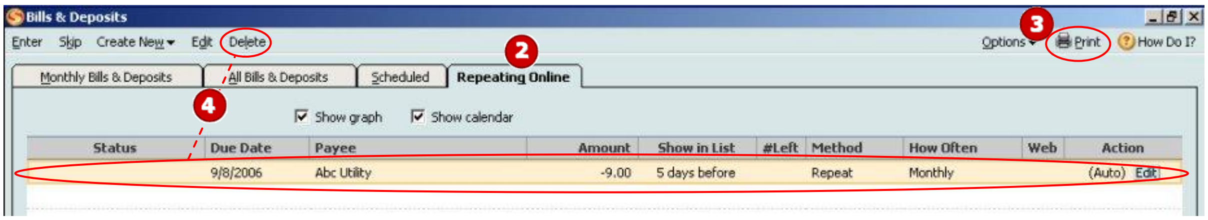
C. DELETE REPEATING ONLINE PAYMENTS

(BILL PAY customers only)

A repeating online payment is one that Quicken makes automatically after you have sent one initial online payment instruction that specifies the payment amount, frequency, and delivery dates. After creation, your financial institution will continue to send payments until you cancel the transaction or until it expires.

BILL PAY ONLY: *If you do not use online bill payment, then skip to* *section* **E**.

1. Choose **Cash Flow** menu → **Scheduled Transaction List**.



2. Click the **Repeating Online** tab. If the list is empty, then skip to section **D**.
3. Click **Print** to save your list of repeating payments. (You'll use this information when you recreate these payments in section **H**.)
4. Click the first payment to highlight it, and click **Delete**. Click **Delete** to confirm. The transaction Method changes from Repeat to Rept-Cancel.

Repeat step **4** for each additional repeating online payment.

5. Close the Bills & Deposits dialog when complete.

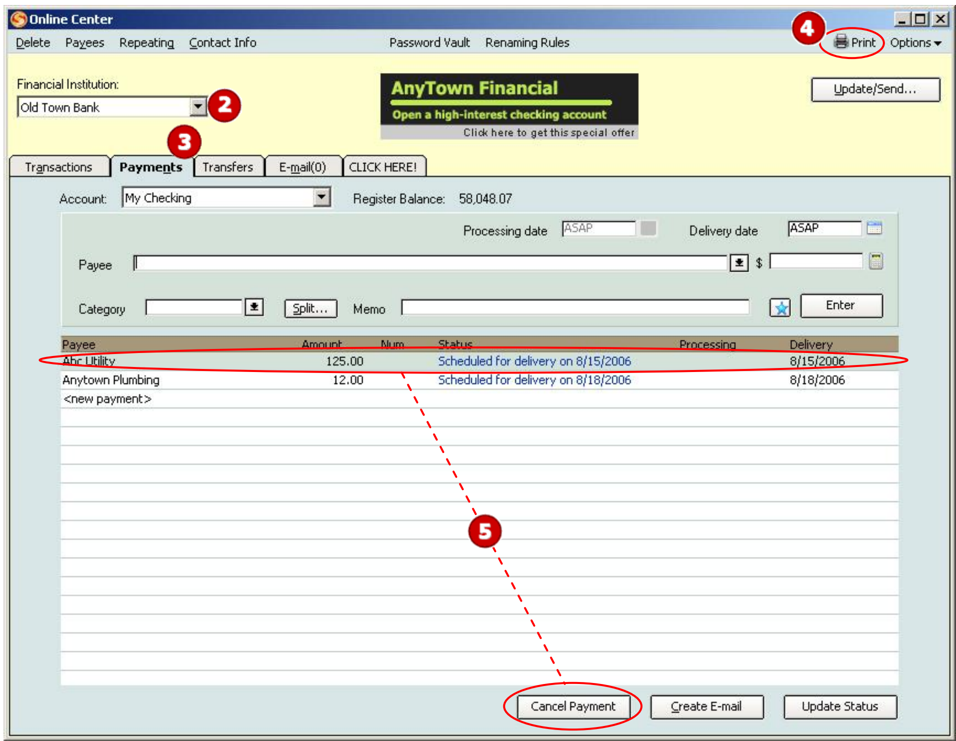
D. DELETE PENDING ONLINE PAYMENTS

(BILL PAY customers only)

A pending online payment is a single payment entered and sent; however, this payment has not been processed yet by your financial institution.

BILL PAY ONLY: *If you do not use online bill payment, then skip to section* ***E***.

1. Choose **Online** menu → **Online Center**.



2. Select [Financial Institution A] from the **Financial Institution** drop-down list.

3. Click the **Payments** tab.

4. Click **Print** to save your list of pending payments. (You'll use this information when you recreate and send these payments in section **I**.)

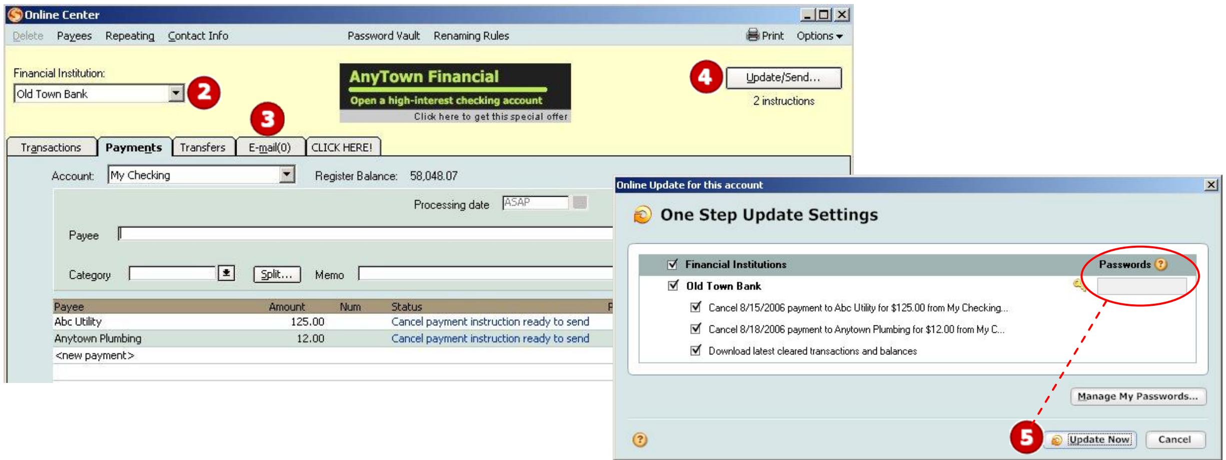
5. You need to cancel payment for each Payee with a Status that is Scheduled for delivery on... a date after [Conversion Date]. Select the first payee, click **Cancel Payment**, and then click **Yes** to confirm. The Status column reflects this change by noting Cancel payment instruction ready to send.

Repeat step **5** for each payee with a pending payment after [Conversion Date].

E. GET YOUR LATEST TRANSACTIONS FROM [FINANCIAL INSTITUTION A]

(ALL customers)

1. Choose **Online** menu → **Online Center**.



2. Select [Financial Institution A] from the **Financial Institution** drop-down list.
3. Click the **E-mail** tab and view any e-mails, if necessary.
4. Click **Update/Send...**.
5. In the Online Update for this account dialog, make sure that all items are checked. Enter your [Financial Institution A] password, and then click **Update Now**.
6. If new transactions display in the Online Update Summary window, then go to your Quicken account register and accept the transactions.

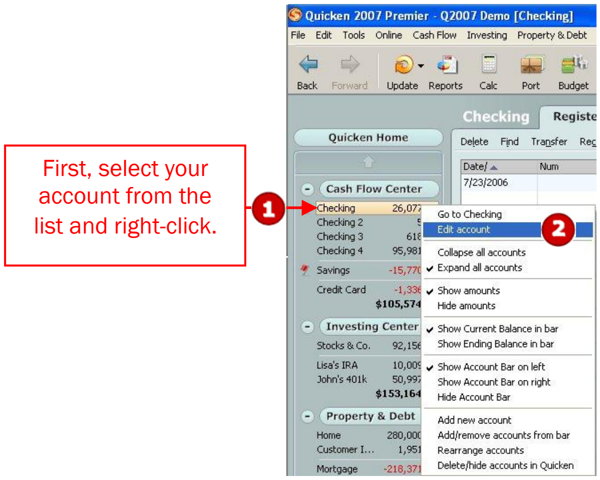
   ⚠ For help accepting transactions, choose **Help** menu → **Quicken Help**. In the Type in the word(s) to search for: prompt, enter **Accept downloaded transactions**.

   ⚠ For assistance reconciling your account register, choose **Help** menu → **Quicken Help**. In the Type in the word(s) to search for: prompt, enter **Reconciling an account**.

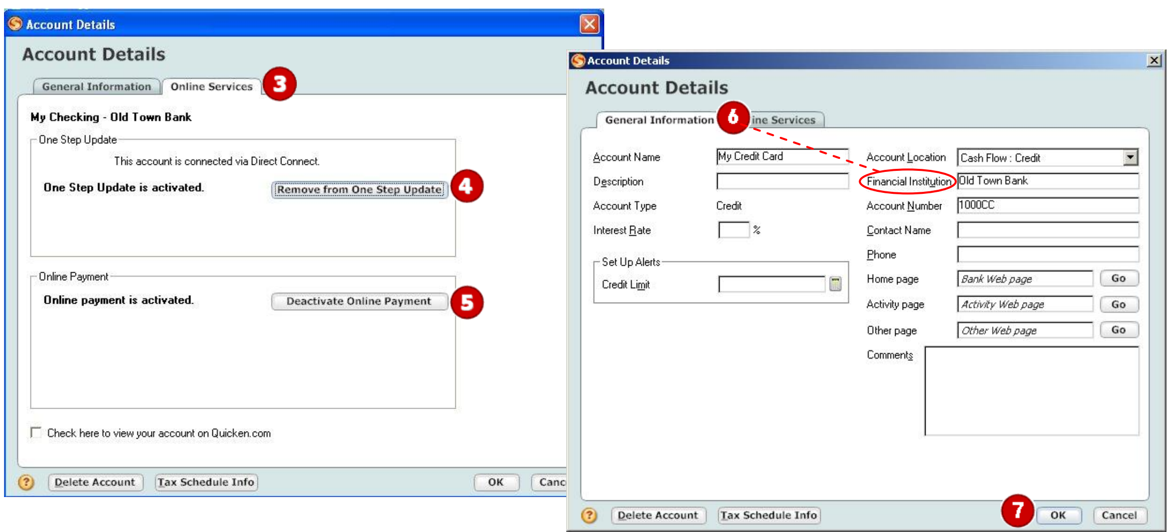
F. DEACTIVATE YOUR ACCOUNTS WITH [FINANCIAL INSTITUTION A]

(ALL customers)

1. Right-click your [Financial Institution A] account from the list of accounts under Cash Flow Center.



2. Select **Edit account** from the drop-down list.



3. Click the **Online Services** tab.
4. Click **Remove from One Step Update** in the One Step Update area. Confirm the remaining prompts.
5. Click **Deactivate Online Payment** in the Online Payment area, if applicable. Confirm the remaining prompts.
6. Click the **General Information** tab. In the Financial Institution field, type [Financial Institution B].
7. Click **OK** to close the Account Details dialog.

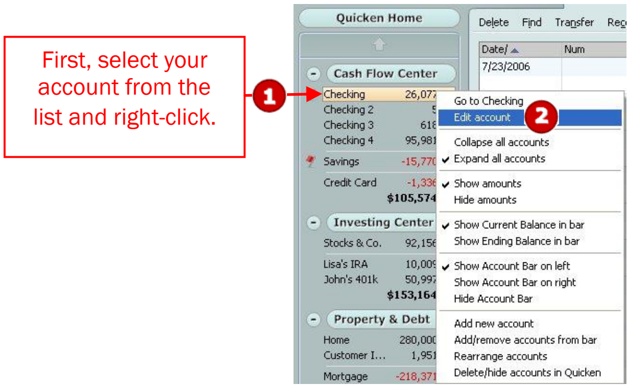
Repeat steps **1** through **7** for each [Financial Institution A] account (such as checking, savings, and credit cards). Verify that each account is deactivated by choosing **Tools** menu → **Account List**. As each online account is deactivated, the word Activated disappears for each account in the Online Services column.

G. ACTIVATE YOUR ACCOUNTS WITH [FINANCIAL INSTITUTION B]

(ALL customers)

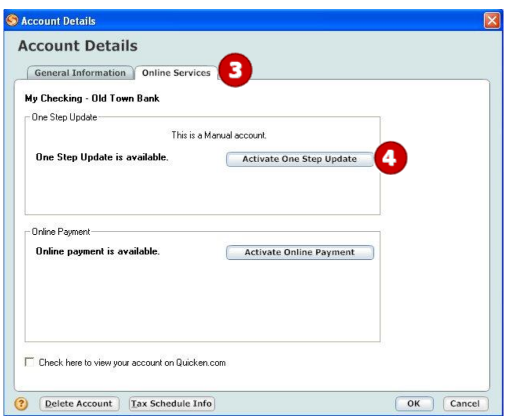
IMPORTANT: Complete sections **G** through **I** *on or after* [Conversion Date].

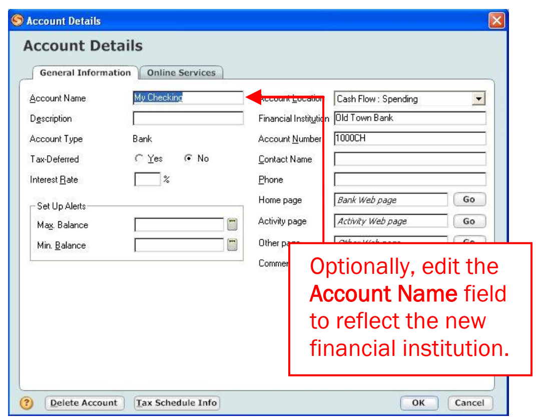
1. Right-click your first [Financial Institution A] account from the list of accounts under Cash Flow Center.



2. Select **Edit account** from the pop-up menu.

3. Click the **Online Services** tab.





4. Click **Activate One Step Update** in the One Step Update area. Confirm the remaining prompts.

5. Follow the on-screen instructions, and enter the account information from your [Letter]. If you have more than one account, then match each Quicken account to the appropriate [Financial Institution B] account in the drop-down list, and complete the remaining prompts.

If you have more than six accounts, then repeat steps **1** through **5** for each additional set of six accounts that you use with online services.

⚠ If you use the Password Vault, be sure to update it with your new [Financial Institution B] password. See *Update your PIN Vault* at http://www.quicken.com/conversionfaqs.

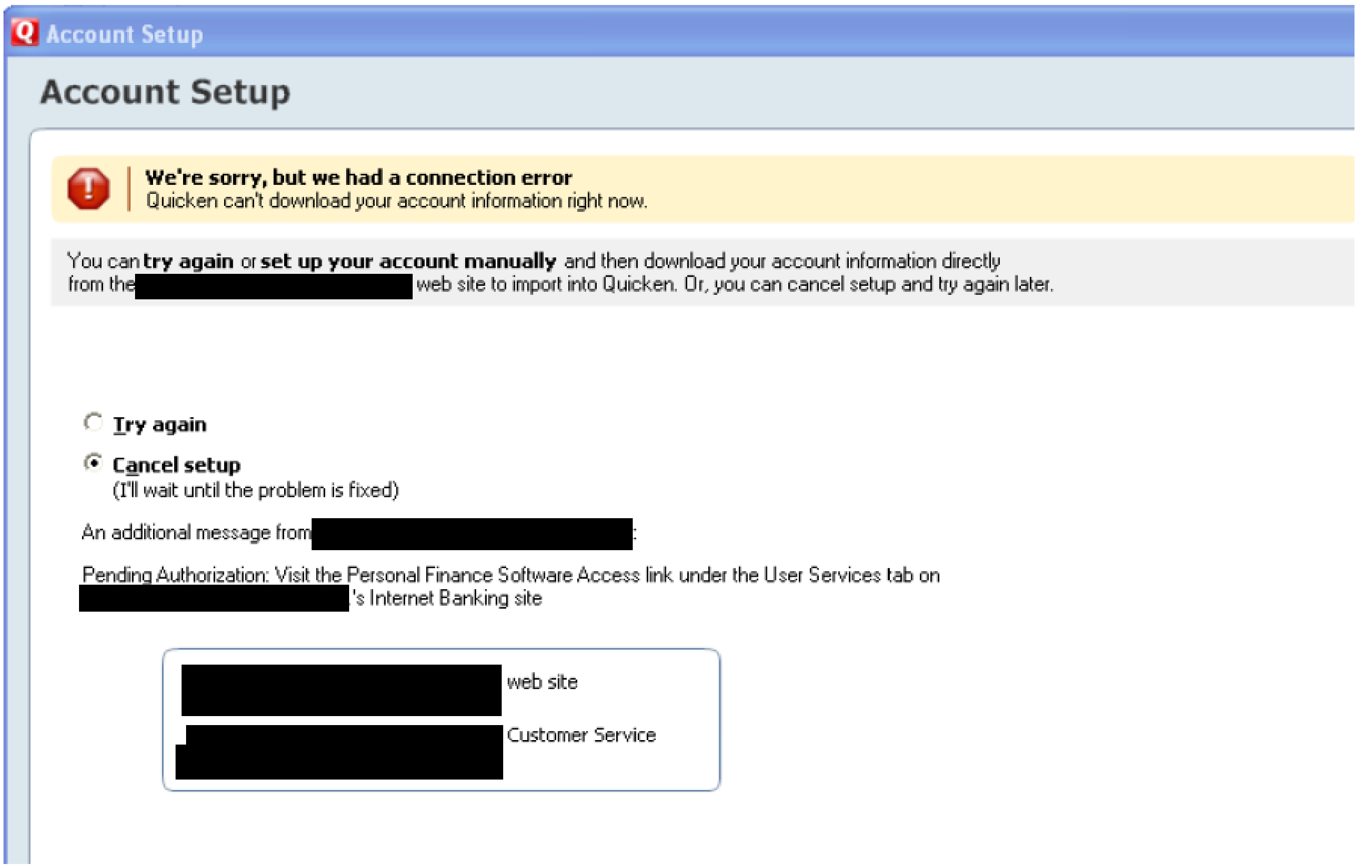
⚠ To verify that all your online accounts have been reactivated, see *Account List Maintenance* at http://www.quicken.com/conversionfaqs.

IMPORTANT!

ACTIVATE YOUR QUICKEN FOR DIRECT CONNECT WITH [FINANCIAL INSTITUTION B]

First time you attempt to Activate your first Account at [Financial Institution B], you will receive an error:
"We're sorry, but we had a connection error"
If you read below in the "An additional message from [Financial Institution B]
"Pending Authorization: Visit the Personal Finance Software Access link under the User Services tab on [Financial Institution]'s Internet Banking site."

See screen shot below:



Follow these steps to Activate Direct Connect for [Financial Institution]

1. Login to Internet Banking
2. Click the User Services tab
3. Click on the 'Personal Finance Software Access'
4. Click 'Enable' link against the Quicken request.
5. Return back to Quicken and check the radio button 'Try again' (the refresh). Then click 'Next'

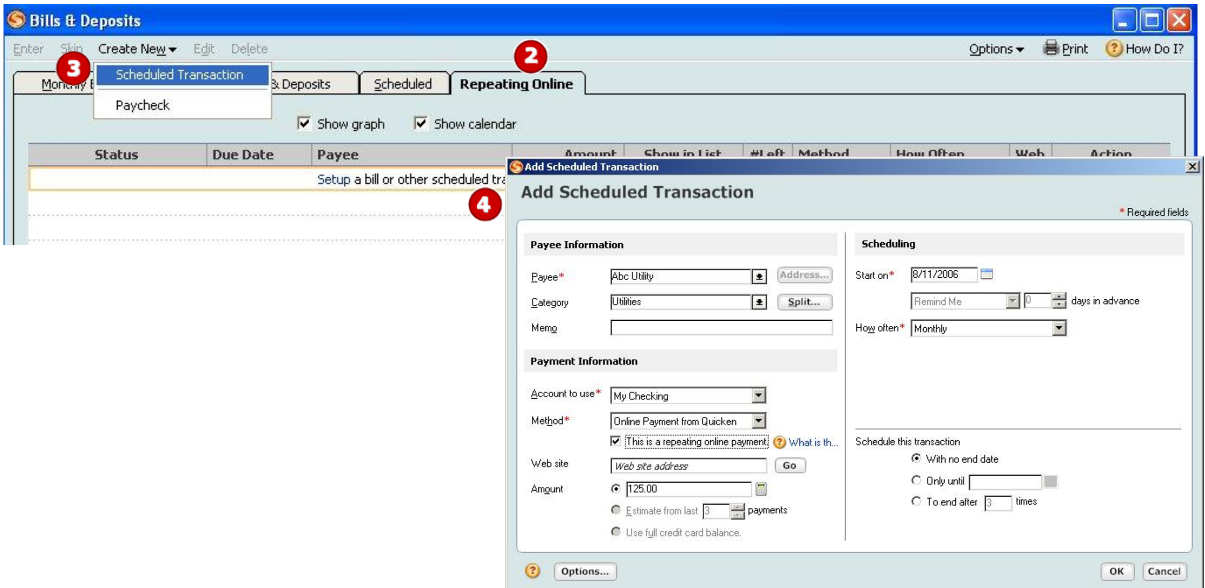
H. RECREATE REPEATING ONLINE PAYMENTS
(BILL PAY customers only)

BILL PAY ONLY: *If you do not use online bill payment, then congratulations, your conversion is complete!*

If you did not delete any online payments in section **C**, *then continue with* *section* **I**.

1. Choose **Cash Flow** menu → **Scheduled Transaction List**.

2. Click the **Repeating Online** tab.



3. Choose **Create New** → **Scheduled Transaction** to set up each repeating online payment from the list you printed in section **C**.

4. In the Add Scheduled Transaction dialog:

a. Enter information in the **Payee**, **Category**, **Amount**, and **Scheduling** fields.

b. Select the appropriate account in **Account to use**.

c. For **Method**, choose **Online Payment from Quicken**.

d. Check **This is a repeating online payment**.

e. Enter information the **Payee**, **Category**, **Amount**, and **Scheduling** fields.

f. Click **OK**.

Repeat steps **3** and **4** for each additional repeating online payment.

5. Close the Bills & Deposits window.

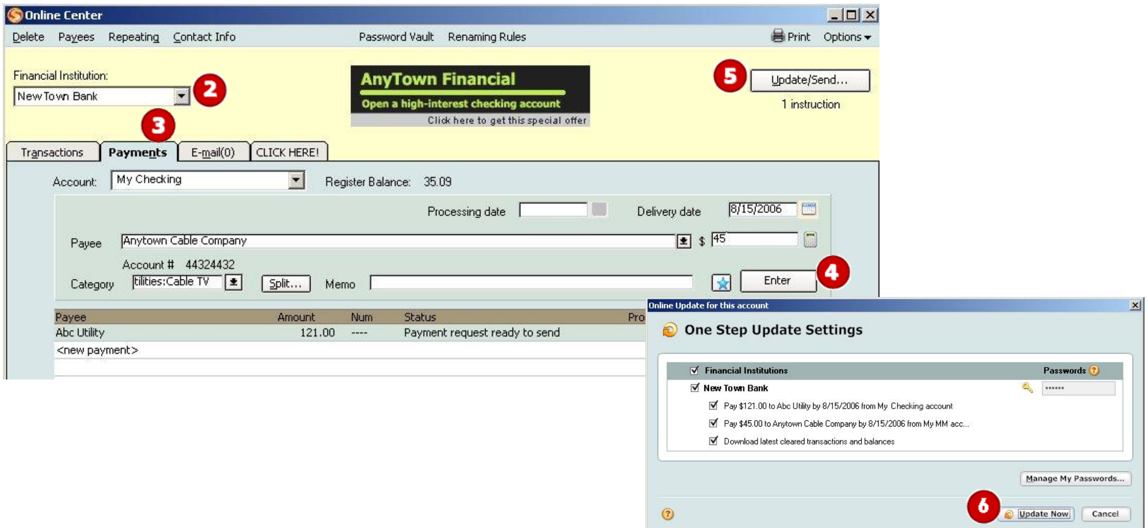
6. Send the online payments by completing a One Step Update. Choose **Online** menu → **One Step Update**.

If you use the Password Vault, see *Update your PIN Vault* at http://www.quicken.com/conversionfaqs.

I. RECREATE PENDING ONLINE PAYMENTS
(BILL PAY customers only)

BILL PAY ONLY: *If you do not use online bill payment, then congratulations, your conversion is complete!*

1. Choose **Online** menu → **Online Center**.
2. Select [Financial Institution B] from the **Financial Institution** drop-down list.



3. Click the **Payments** tab.
4. Using the list you printed in section **D**, recreate each online payment in the green area. Click **Enter** after each entry is complete.
5. Click **Update/Send**.
6. In the Online Update for this account dialog, make sure all items are checked. Enter your customer ID and Password as instructed in your [Letter], and then click **Update Now**.
7. If new transactions display in the Online Update Summary window, then go to your Quicken account register and accept the transactions.

   To verify that your payee list is complete and up to date, see *Verify Your Payee List* at http://www.quicken.com/conversionfaqs.

THANK YOU FOR MAKING THESE IMPORTANT CHANGES!

If you have any questions regarding these instructions, then click http://www.quicken.com/conversionfaqs to access **Quicken FAQs for Financial Institution Conversion Customers.**

You may also contact us at [XXX-XXX-XXXX]. A customer service representative will be available to assist you from [XX]:00A.M. to [XX]:00P.M. [DAY – DAY]. You may also visit the [Financial Institution B] Web site at [www.FinancialInstitutionB.com] or refer to: http://www.intuit.com/support/quicken.