

Quicken® Conversion Instructions

As PNC and BBVA USA completes its system conversion, you'll need to modify your Quicken settings to ensure your data transfers smoothly to PNC Bank. This document contains instructions for both Windows and Mac, and Direct Connect Service.

There are key dates associated with each action. Be sure to take action by the dates provided to ensure a smooth transition.

Quicken Windows Direct Connect Page 1

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Important: If you currently use Direct Connect in Quicken to initiate Bill Payments, please complete the additional tasks at the link below. If you do not use Direct Connect Bill Pay or you only initiate Bill Payments from within your online banking site, these additional tasks are not required.

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Quicken Windows Direct Connect

Action Date: On or before 4 p.m. CT, October 8, 2021

1. Download the latest Quicken update. Go to **Help > Check for Updates**.
2. Complete a final transaction download with BBVA USA. Accept all new transactions into the appropriate registers.
3. Back up your Quicken Windows Data File. Go to **File > Backup and Restore > Backup Quicken File**.

Action Date: After 8 a.m. local time October 12, 2021

1. Deactivate the online banking connection for accounts connected to BBVA USA.
 - a. Choose **Tools > Account List**.
 - b. Select **Edit** on the account to deactivate.
 - c. In Account Details, choose **Online Services**.
 - d. Select **Deactivate**. Follow the prompts to confirm deactivation.
 - e. Go to the **General** tab.
 - f. Delete BBVA USA and Account Number information. Choose **OK** to close window.
 - g. Repeat these steps for any additional BBVA USA accounts.
2. Reconnect online banking for your accounts.
 - a. Choose **Tools > Account List**.
 - b. Select **Edit** on the account you want to activate.
 - c. In Account Details, choose **Online Services** and then **Set Up Now**.
 - d. Type "PNC" in the search field and choose **Next**.
 - e. Enter your PNC Quicken Customer ID and PIN.

PNC Direct Connect Services use different sign-on information than your PNC Online Banking information. This Customer ID and PIN for Quicken will be sent to you during the week of October 12.

Important: If your credentials don't work, contact PNC Online Banking at 1-800-762-2035 and follow the prompts for Quicken/QuickBooks questions.

- f. Be sure to associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account**, and then choose the matching accounts in the drop-down menu.

Important: Do NOT choose "Create a new account" unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose **Ignore – Don't Download into Quicken** or **Cancel**.

- g. After all accounts have been matched, select **Next** and then **Done**.

Quicken Mac Direct Connect

Action Date: On or before 4 p.m. CT, October 8, 2021

1. Complete the last transaction update with BBVA USA before the change to PNC to bring your transaction history up to date. Accept all new transactions into the appropriate registers.
2. Backup Quicken Mac Data File and update the application.
 - a. Choose **File > Save a Backup Company**.
 - b. Download the latest Quicken Update. Go to **Quicken > Check for Updates**.

Action Date: After 8 a.m. local time October 12, 2021

1. Deactivate online banking connection for accounts connected to BBVA USA.
 - a. Choose the BBVA account you would like to deactivate.
 - b. Choose **Settings**.
 - c. On the next screen, select **Trouble Shooting**.
 - d. Click **Deactivate Downloads**.
2. Activate the online banking connection for accounts connected to the financial institution that is requesting this change.
 - a. Select your account in the Accounts list.
 - b. Choose **Accounts > Settings**.
 - c. Select **Set up transaction download**.
 - d. Enter "PNC" in the search field. Select the correct option and then **Continue**.
 - e. Enter your PNC Quicken credentials.

PNC Direct Connect Services use different sign-on information than your Web information. This Customer ID and PIN for Quicken will be sent to you during the week of October 12.

Important: If your credentials don't work, contact PNC Online Banking at 1-800-762-2035 and follow the prompts for Quicken/QuickBooks questions.

- f. On the Accounts Found screen, be sure to associate each new account to the appropriate account already listed in Quicken. Under **Action**, choose **Link** to pick your existing account.

Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.

- g. Select **Finish**.

Quicken Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within Quicken Windows. PNC supports Bill Payment from Quicken Windows, but this service is separate from PNC Bill Payment through Online Banking at PNC.com.

To avoid any interruption in your payments during the transition to PNC, your future dated, scheduled and recurring payments will be migrated to PNC Online Banking at PNC.com.

If you would like to continue using Quicken Windows to send / maintain payments, you will need to cancel any recurring payments established within PNC Online Banking at PNC.com and re-establish them within your QuickBooks software once reconnected.

ONLY FOLLOW THESE STEPS IF YOU CHOSE TO MAINTAIN FUTURE PAYMENTS THROUGH YOUR QUICKEN SOFTWARE.

Action Date: On or after October 12, 2021 and once you've received your new PNC Quicken Customer ID and PIN.

Cancel Payment Instructions Migrated to PNC Online Banking at PNC.com.

1. Sign on to PNC Online Banking at PNC.com.
2. Go to Bill Payment.
3. Select to stop/cancel any auto payments.

Re-create Your Bill Payments in Quicken Windows

If you need help re-creating payments, choose **Help > Quicken Help**. Search for "Create an online payment" and follow the instructions.

Quicken Mac Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within Quicken Mac.

PNC supports Bill Payment from Quicken Mac, but this service is separate from PNC Bill Payment via Online Banking at PNC.com.

To avoid any interruption in your payments during the transition to PNC, your future dated, scheduled or recurring payments will be migrated to PNC Online Banking at PNC.com.

If you would like to continue using Quicken Mac to send / maintain payments, you will need to cancel any recurring payments established within PNC Online Banking at PNC.com and re-establish them within your Quicken Mac software once reconnected.

ONLY FOLLOW THESE STEPS IF YOU CHOSE TO MAINTAIN FUTURE PAYMENTS VIA YOUR QUICKEN MAC SOFTWARE.

Action Date: On or after October 12, 2021

Cancel Payment Instructions Migrated to PNC Online Banking at PNC.com.

1. Sign on to PNC Online Banking at PNC.com.
2. Go to Bill Payment.
3. Select to stop/cancel any auto payments.

Re-create Your Bill Payments in Quicken Mac

If you need help re-creating payments, choose **Help** and search for “Adding online Bill Pay transactions.” Follow the instructions to create and transmit an online payment.