

Quicken® 2007/2009 for Mac Personal Finance Software Flagstar Account Conversion Instructions



When the PNC Financial Services Group completes the acquisition of your Flagstar accounts, you will need to modify your Quicken settings to ensure the smooth transition of your data. You will need your Quicken customer ID and password for Flagstar and PNC. **This update must be completed prior to accessing your PNC accounts via Quicken.**

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.

Conversion Instructions Summary:

- A. Get your latest transactions from Flagstar – *all customers*
 - **Customers must download their Flagstar transactions for the final time prior to 5:00 PM ET on Friday, December 9, 2011. Account information must be manually entered into account registers after that time.**
- B. Back up your current data – *all customers*
- C. Download the latest Quicken update – *all customers*
- D. Delete pending online payments after conversion to deactivate your Flagstar account(s) – *bill pay customers only*
- E. Disable your accounts with Flagstar – *all customers*
- F. Enable your accounts with PNC Bank – *all customers*
- G. Connect to PNC Bank – *all customers*

**Prior to 5:00 PM ET on
Friday, December 9,
2011**

**On or after
Monday, December
12, 2011**

Note: In the following screen shots, red icon numbers match step number instructions. All financial institution 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.



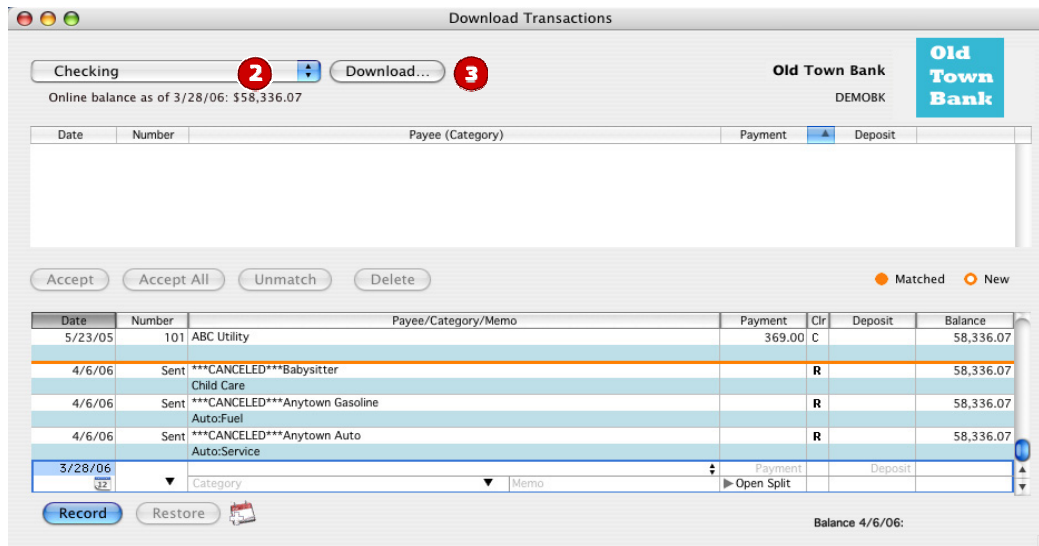
Throughout this guide, this symbol displays to indicate that there are additional FAQs.

A.

GET YOUR LATEST TRANSACTIONS FROM FLAGSTAR (ALL customers)

Note: PNC recommends that you perform Step A - updating your Flagstar transactions - prior to 5:00 PM ET on Friday, December 9, 2011. After that time, you will no longer be able to initiate a download of Flagstar information from Quicken. Account information must be manually entered into account registers after that time.

1. Choose Online menu → Download Transactions....



2. Click to select your Flagstar account from the drop-down list.

3. Click Download.

4. Enter your Flagstar PIN or PIN Vault PIN, and click OK.

5. If new transactions display in the Download Transactions dialog, then accept them in your Quicken account register.

▲ For assistance accepting transactions, choose Help menu → Quicken Help. In the Ask a Question prompt, enter *Downloading my account statement*. Specific instructions are listed under the *Updating your register* section.

▲ For help reconciling your account register, choose Help menu → Quicken Help. Under contents, click *Accounts*. Under Accounts, click *reconcile an account*.

B.

BACK UP YOUR CURRENT DATA (ALL customers)

1. Choose File menu → Back Up → To Disk....

2. Complete the prompts.

C.

DOWNLOAD THE LATEST QUICKEN UPDATE

(ALL customers)

1. *Quicken for Mac 2007 customers:* Choose Quicken 2007 menu → Check for Updates.
Quicken for Mac 2009 customers: Choose Quicken 2009 menu → Check for Updates.
2. If a software update is available, then you will be prompted to download the update from the Quicken Web site.
3. Once the update is complete, restart Quicken.

D.

DELETE PENDING ONLINE PAYMENTS

(BILL PAY customers only)



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

Attention bill pay customers: All repeating and pending bill payments from checking accounts will be converted to PNC and processed as scheduled. **These payments will appear in PNC Online Banking (not within Quicken), where they can be edited/cancelled.** In order to maintain these payments in Quicken, they must be cancelled in PNC Online Banking and re-entered in your Quicken software. **Although your pending payments within your Flagstar checking accounts will be converted, they must be deleted in Quicken after the conversion to deactivate your Flagstar account(s) in Quicken.**

PNC does not support bill payment from a money market account. PNC encourages you to move any payments scheduled from a money market account to an eligible checking account prior to 5:00 ET on Friday, December 9, 2011. Any scheduled payments from a money market after that date will not be processed.

Note: This step must be completed after conversion. If completed prior to conversion, the pending payments will be cancelled; the payments will not be converted and processed by PNC.

In your account register, check the Number column to see if there are any Sent transactions scheduled for delivery after conversion weekend. If there are none, then skip to [section E](#).

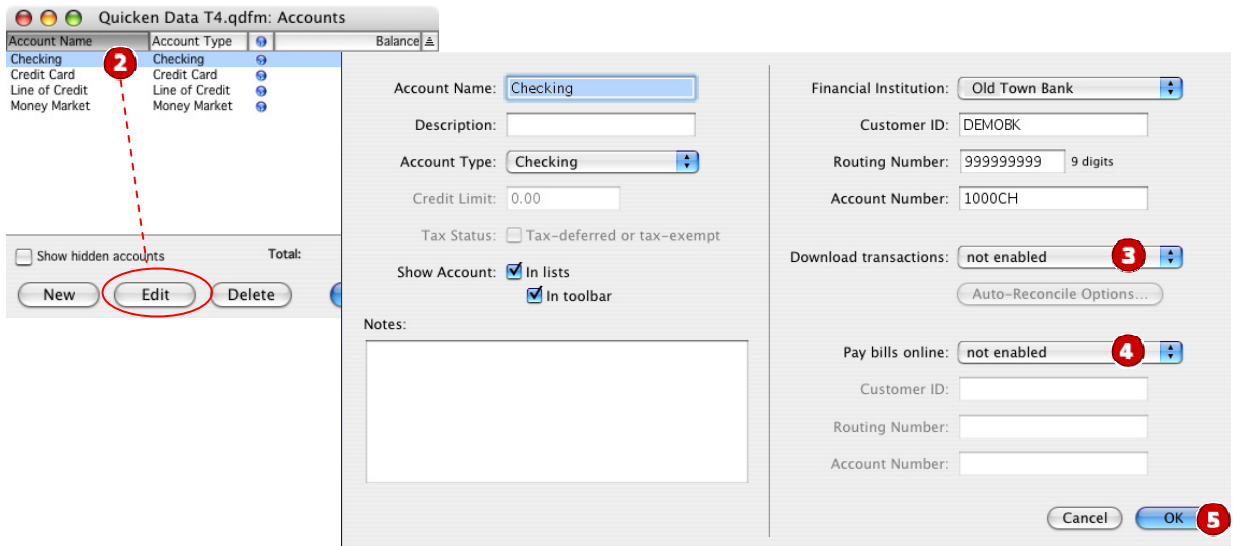
1. Click to select the first pending transaction in your account register that is scheduled after conversion weekend. Choose the Edit menu → Delete Transaction.
2. Click Yes to confirm the prompt.

Repeat steps for each additional pending transaction.

E.

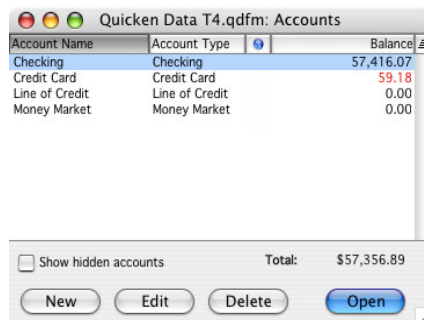
DISABLE YOUR ACCOUNTS WITH FLAGSTAR (ALL customers)

1. Choose Lists menu → Accounts.
2. Select the account you want to disable, and click Edit.



3. In the Download transactions: drop-down list, select not enabled. Click OK to the prompt, "You are about to disable..."
4. If you use online payment, then select not enabled in the Pay bills online: drop-down list. Click OK to the prompt, "You are about to disable..."
5. Click OK to save your edits.

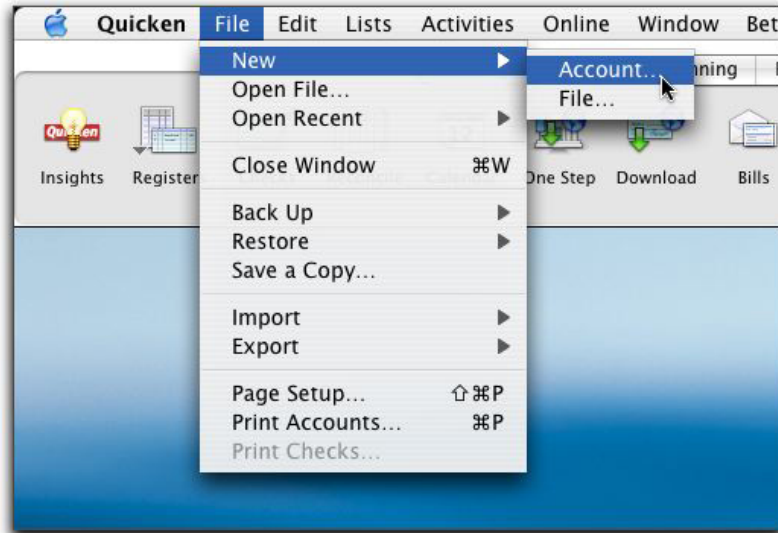
Repeat steps 2 through 5 for each Flagstar online account. As each online account is disabled, its blue online circle icon disappears.



Verify that your account list does not display blue online circle icons for any accounts at your Flagstar bank.

IMPORTANT: Complete section F *on or after* the Monday following conversion weekend.

1. From the **File** menu, select **New Account**.

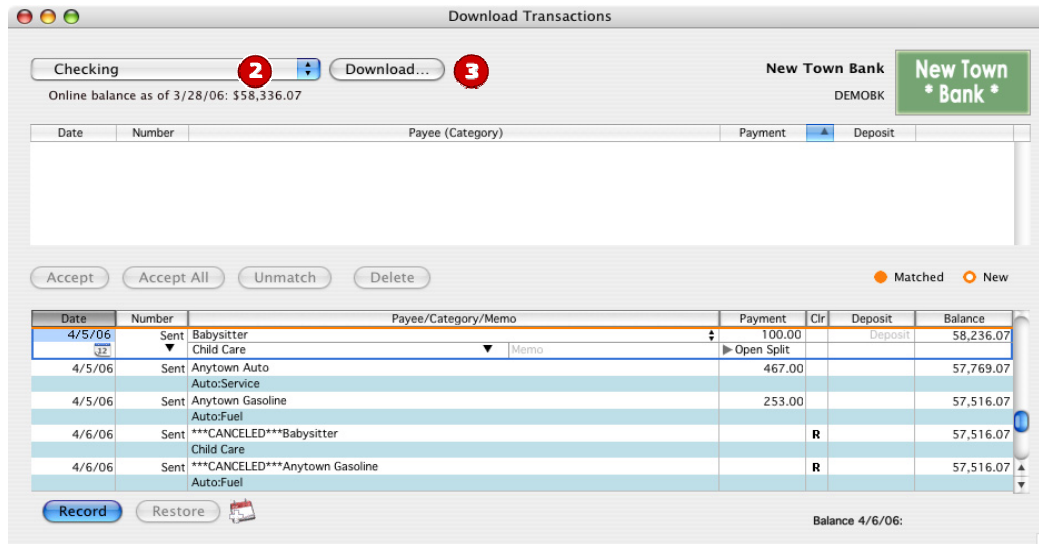


2. In the window that appears start typing **PNC Bank – Direct Connect**. Once **PNC Bank – Direct Connect** is selected in the list click **Continue**.
3. During the next 5 screens you will,
 - 1 – select the account type
 - 2 – name the account
 - 3 – choose **Online** setup
 - 4 – enter your Customer ID and PIN

PNC requires that you change your Quicken PIN/password the first time you connect using the Direct Connect service. Quicken PINs/passwords must be 4 characters in length and must contain all numbers.

- 5 – enter your Account Number and Routing Number, if applicable
4. Enter your Flagstar ending balance as the opening balance in your account register.

1. Choose Online menu → Download Transactions....



2. Click to select your account from the drop-down list.
3. Click Download....
4. Enter your PNC Bank PIN or PIN Vault PIN, and click OK.

⚠ If you use the PIN Vault, choose Help menu → Quicken Help. In the Ask a Question prompt, enter *Editing a PIN Vault entry*.

Attention bill pay customers: All repeating and pending bill payments will be converted to PNC and processed as scheduled. **These payments will appear in PNC Online Banking (not within Quicken), where they can be edited/cancelled.** In order to maintain these payments in Quicken, they must be cancelled in PNC Online Banking and re-entered in your Quicken software.

THANK YOU FOR MAKING THESE IMPORTANT CHANGES

Should you need additional assistance with updating your settings, you can find PNC Bank contact information at www.welcometopnc.com/pfm.

If you have any questions regarding your Quicken software, you may refer to: <http://www.intuit.com/support/quicken>.