Quicken 2010-2012 for Windows®

Account Conversion Instructions – Direct Connect to Web Connect

As RBC Bank USA completes its system conversion to The PNC Financial Services Group, 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 RBC Bank USA and to be able to log into the PNC Bank Web site. **This update must be completed prior to accessing your PNC Bank 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 about 20 minutes.

Conversion Instructions Summary:

Prior to 4:00 PM ET on the Friday before conversion weekend.

A. Get your latest transactions from RBC Bank USA – *all customers*
   - **Customers must download their RBC Bank USA transactions for the final time prior to 4:00 PM ET on the Friday before conversion weekend. Account information must be manually entered into account registers after that time.**

B. Back up your current data – *all customers*

On or after the Monday following conversion weekend.

C. Download the latest Quicken update – *all customers*

D. Delete pending and repeating online payments to deactivate your RBC Bank USA account(s) – *bill pay customers only*

E. Deactivate your accounts with RBC Bank USA – *all customers*

F. Activate your accounts with PNC Bank – *all customers*

Note: 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 are not a bill pay customer, you can skip these sections or steps.

Within this guide, this symbol displays to indicate that there are optional instructions.

A. GET YOUR LATEST TRANSACTIONS FROM RBC BANK USA
(All Customers)

Note: PNC recommends that you perform Step A - updating your RBC Bank USA transactions - prior to 4:00 PM ET on the Friday before conversion weekend. After that time, you will no longer be able to initiate a download of RBC Bank USA information from Quicken. Account information must be manually entered into account registers after that time.

1. Choose **Tools** menu → **One Step Update**.
2. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
3. In the One Step Update Settings dialog, make sure all items are checked and click **Update Now**.
4. If new transactions display in the Online Update Summary, accept them in your Quicken account register.

B. BACK UP YOUR CURRENT DATA
(All Customers)

1. Backup your data file. For instructions to back up your data file, choose **Help** menu → **Quicken Help**. Search for "Backup Data File" and follow the instructions.

C. DOWNLOAD THE LATEST QUICKEN® UPDATE
(All Customers)

1. Download the latest Quicken update. For instructions to download to download an update, choose **Help** menu → **Quicken Help**. Search for "Update Software" and follow the instructions.

D. DELETE OUTSTANDING ONLINE PAYMENTS
(BILL PAY Customers only)

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

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

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.

Attention bill pay customers: Repeating and pending bill payments **will not be** converted to PNC. In order to maintain these payments in Quicken, they must be re-entered in your Quicken software payable from an eligible PNC checking account once you have activated your PNC accounts.

1. Choose **Tools** menu → **Online Center**.
2. Select [Financial Institution A] from the Financial Institution drop-down list.
3. On the **Payments** tab, select an account from which a payment is scheduled in the future.

Click Print to save your list of pending payments. You can use this when you recreate and send these payments later.

4. In the payment status list, you will cancel payments for each payee with a status that is schedule for delivery on a date after [Conversion Date]**.** To do this, select the first payee → click **Cancel Payment**.
5. Perform steps 3 & 4 for all payments scheduled for delivery on a date after [Conversion Date].
6. On the toolbar, choose **Repeating**.
7. Select a payment instruction and click **Delete**. You will need to click **Delete** again in a confirmation window.

8. Repeat step 7 for each repeating payment instruction you have with your financial institution.

E. DEACTIVATE YOUR ACCOUNTS WITH RBC BANK USA
(ALL Customers)

1. Choose **Tools** menu → **Account List**.
2. Click the **Edit** or **Edit Details** button of the account you want to deactivate.
3. In the Account Details dialog, click on the **Online Services** tab.
4. Click on **Deactivate** or **Deactivate Online Payment** (only available if you use bill pay services). Follow the prompts to confirm the deactivation.
5. Click **Deactivate** or **Remove from One Step Update.** Follow the prompts to confirm the deactivation.

Note: The name of the buttons referenced above may vary depending on the services you currently use and the version of Quicken you are using.

6. Click on the **General** or **General Information** tab. Delete the Account Number.
7. Delete the name of the Financial Institution. Click **OK** to close the window.
8. Repeat steps 2 – 7 for each account at RBC Bank USA.

F. ACTIVATE YOUR ACCOUNTS WITH PNC BANK
(ALL Customers only)

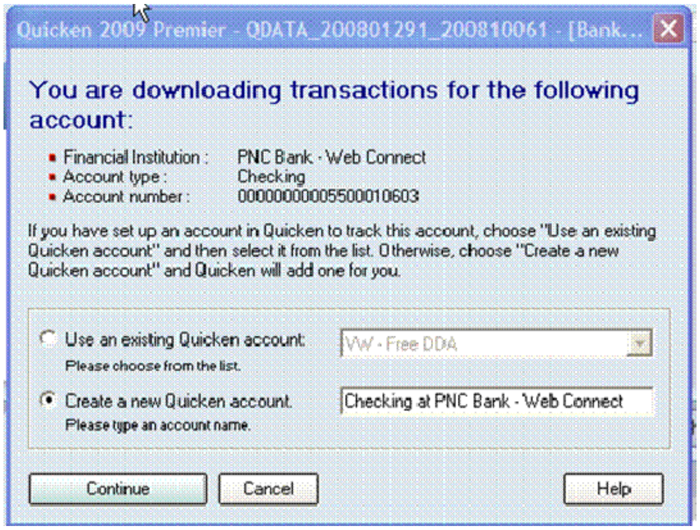
IMPORTANT: Complete section G *on or after* the Monday following conversion weekend.

1. Open a Web browser and log in to PNC Bank's Web site: https://www.pnc.com/. Follow the instructions provided to download your transactions into Quicken.

- Select the account from the My Accounts tab
- Select the Posted Transaction tab
- Choose to export transactions by the Quicken file format

2. Your browser may prompt you to open or save files. If this prompt appears, click Open and follow the on-screen instructions.

3. To set up a new account in Quicken, click Create a New Account, and type the name for this account. Click continue.



4. If the Rename Your Payees window appears, take the desired action:

- To accept the default name change of one or more payees, check the box next to each payee name.
- To change the payee name to a name other than the default, check the box next to the payee name, click Edit, and follow the on-screen instructions.
- To leave a payee name unchanged, do not check the box next to it.

To apply your payee name changes, click Apply Settings.

Or, to exit this window without making changes, click Cancel.

Quicken confirms that your account setup and download were successful in the One Step Update Summary. Click Close.

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.