Quicken 2010/2011 for Windows®

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 Bank. **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 5:00 PM ET on Friday, December 9, 2011

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*

On or after Monday, December 12, 2011

C. Download the latest Quicken update – *all customers*
D. Delete repeating online payments to deactivate your Flagstar account(s) – *bill pay customers only*
E. Delete pending online payments to deactivate your Flagstar account(s) – *bill pay customers only*
F. Deactivate your accounts with Flagstar – *all customers*
G. 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.

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 Tools menu → Online Center.
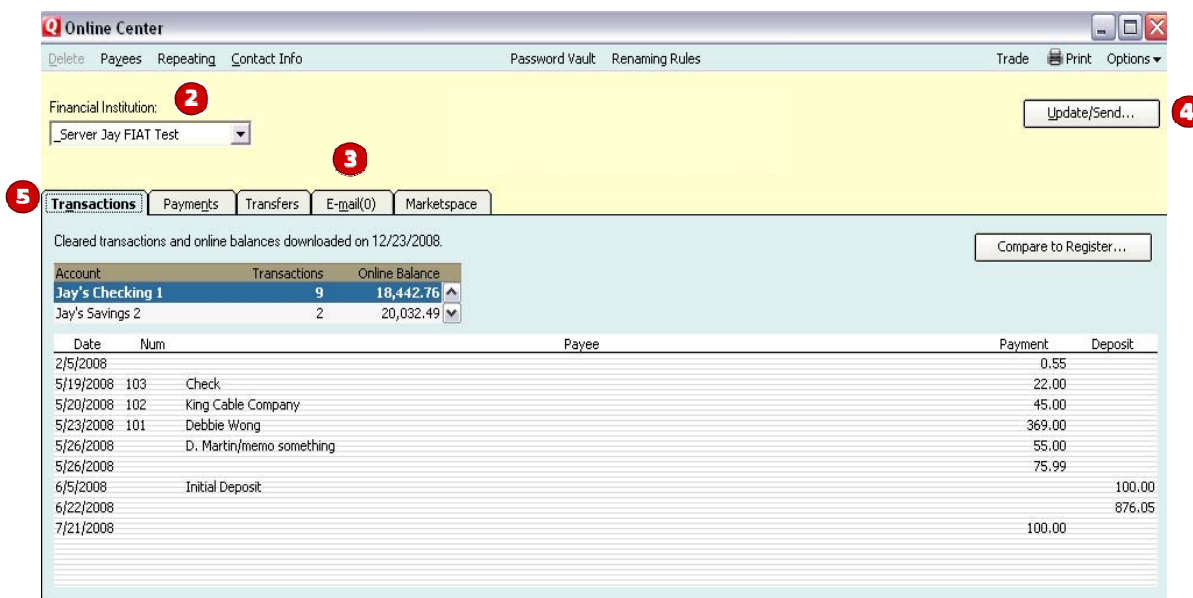
2. Select Flagstar bank from the Financial Institution drop-down list.

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 Flagstar 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.

B. BACK UP YOUR CURRENT DATA
(All Customers)

1. Choose File menu ➔ Backup and Restore ➔ Back Up Quicken File.

2. Specify which file to back up and where you want the backup saved in the Quicken Backup dialog, and then click OK.

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

1. Click the Update icon on the Quicken toolbar.

2. Uncheck all boxes ➔ Update Now in the One Step Update Settings dialog.

   If an update is available, Quicken will provide a description of the update and brief instructions for downloading the update.

3. When the update is completed, restart Quicken.

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

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

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: 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 repeating and pending payments within your Flagstar checking accounts will be converted, they must be deleted in Quicken (see Sections D & E) after the conversion to deactivate your Flagstar account(s) in Quicken.**

Direct to Direct Connect Customer Conversion Guide

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 section must be completed after conversion. If completed prior to conversion, the repeating payments will be cancelled; the payments will not be converted and processed by PNC.

1. Choose Banking menu → Manage Bill and Income Reminders List.

2. Click the Repeating Online tab. If the list is empty, then skip to *section F*.

3. Click the first payment to highlight it. Press and hold the CTRL key and click Delete at the top of the Bill & Income Reminders list.

4. Quicken displays a message, "This will delete your payment instructions from Quicken. It will not send instructions to the payment center to stop making the payments. You should only use this on the advice of Quicken Technical Support." (The exact wording of this message may vary.) Click OK.

Repeat steps 3 & 4 for each additional repeating online payment.

E. DELETE PENDING 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.

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

1. Open your Flagstar account register and right click the mouse on the first payment with a payment date after conversion weekend.

2. Select Delete from the pop-up menu options.

3. At the Delete Current Transaction prompt, click Yes.

4. Quicken displays as message, "This is an online payment that is due on [payment date]. To delete it, choose Edit menu > Transaction > Cancel Payment, then send it from the Online Center." (The exact wording of this message may vary.) Hold the Control key and click OK.

5. Quicken displays a message, "Do you want to delete this transaction anyway?" (The exact wording may vary.) Click Yes.

Repeat steps for each payee with a pending payment after conversion weekend.

F. DEACTIVATE YOUR ACCOUNTS WITH FLAGSTAR
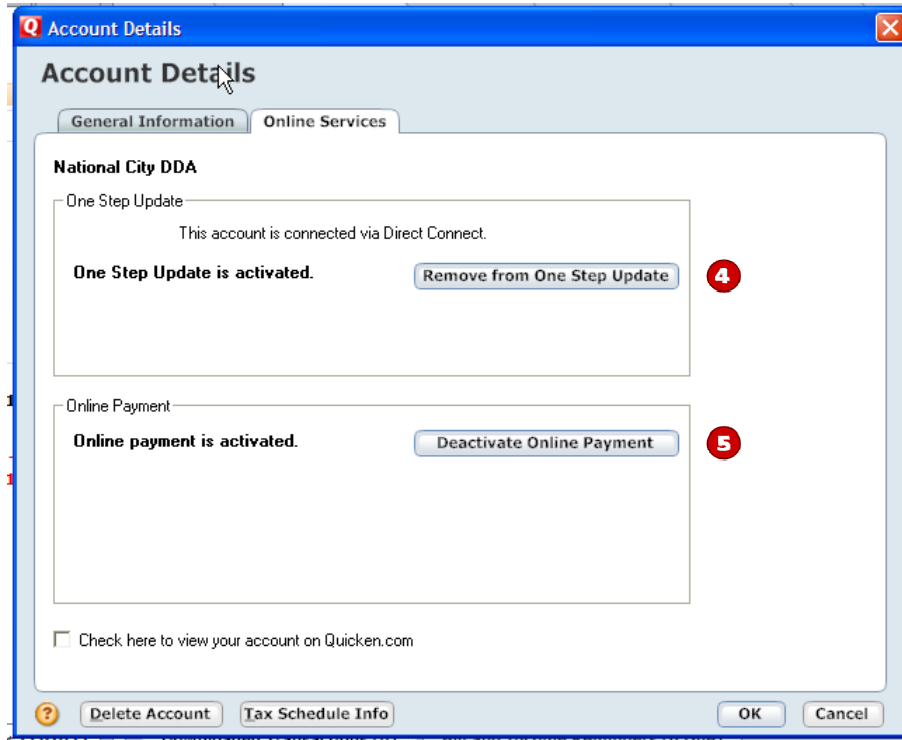### (ALL Customers)

1. Right click the account in the Quicken Account List

2. Select Edit Account from pop-up
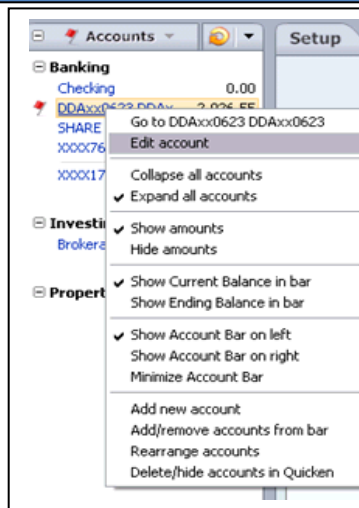
3. Click the Online Services tab from the Accounts Details window

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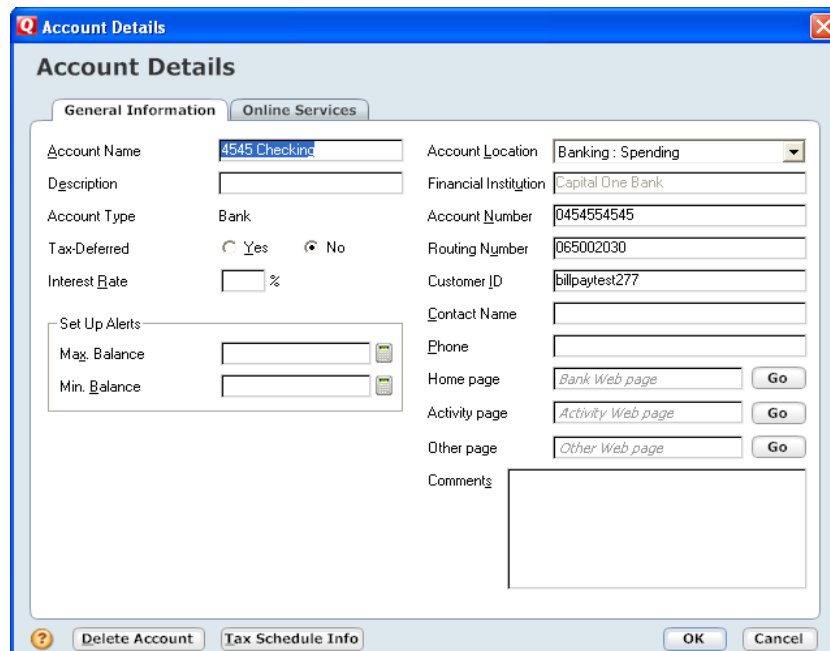
4. Click Remove from One Step Update. Confirm the remaining prompts.

5. Click Deactivate Online Payments, if applicable. Confirm the remaining prompts.

6. Click OK to close the Account Details window

Repeat steps 1 through 6 for each Flagstar account. Verify that each account is deactivated by choosing Tools menu → Account List. As each online account is deactivated, the Transaction Download column and Online Bill Pay column, if applicable, will reflect No.

G. ACTIVATE YOUR ACCOUNTS WITH PNC BANK
(ALL Customers)

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

1. Click on the Tools drop down menu → then select the Add Account option.

2. Select the account type you are creating → Click Next

3. Select "No, the account is at a different institution or has a different login" → Click Next

4. Enter PNC Bank – Direct Connect in the Enter the name of your financial institution field → Click Next. Select "Yes, connect to PNC Bank – Direct Connect…" → Click Next.

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5. Enter your customer ID and password (your password will need to be entered in a second time for confirmation) Click Next to continue.

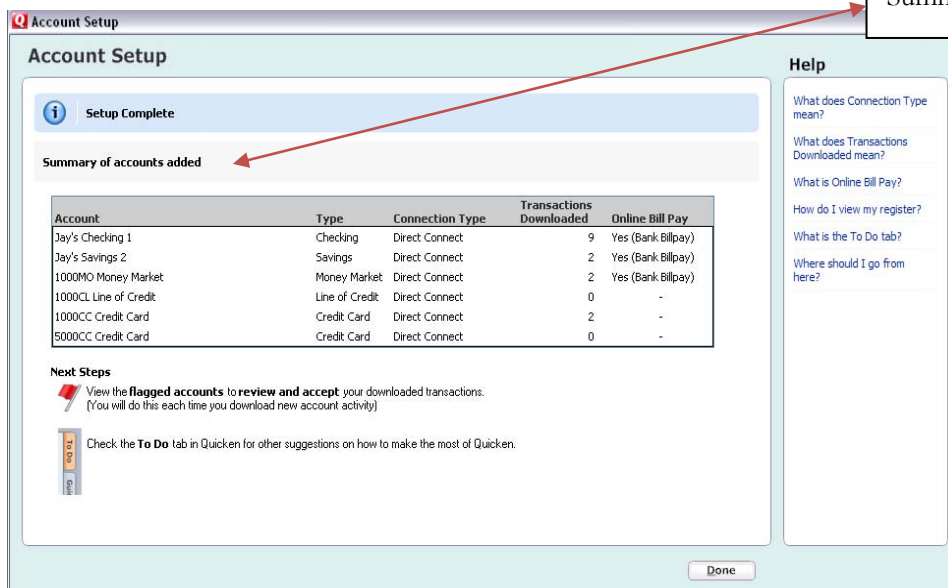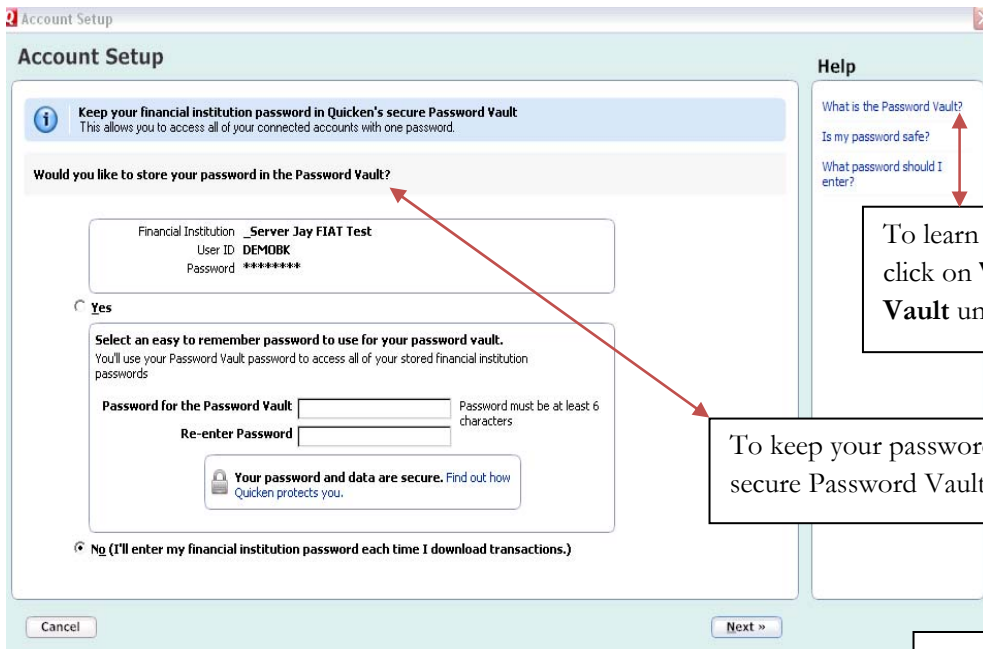Enter your PNC Quicken User ID and password.
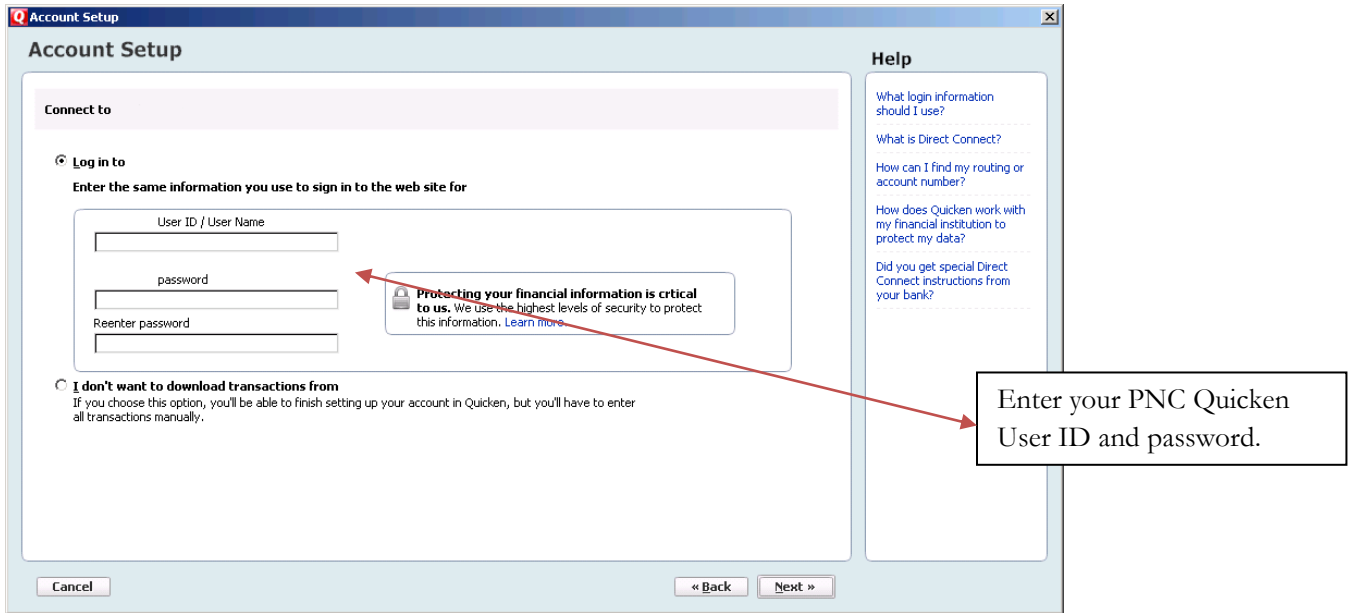
PNC requires that you change your Quicken PIN/password the first time you connect using the Direct Connect service. Quicken PINs/passwords must be 4 characters in length and must contain all numbers.

All downloadable Quicken accounts display. You can customize the Account Name (to use in Quicken: Enter account nickname) for each account by typing directly in the field.

To customize the Account Name in Quicken, **enter account nickname**
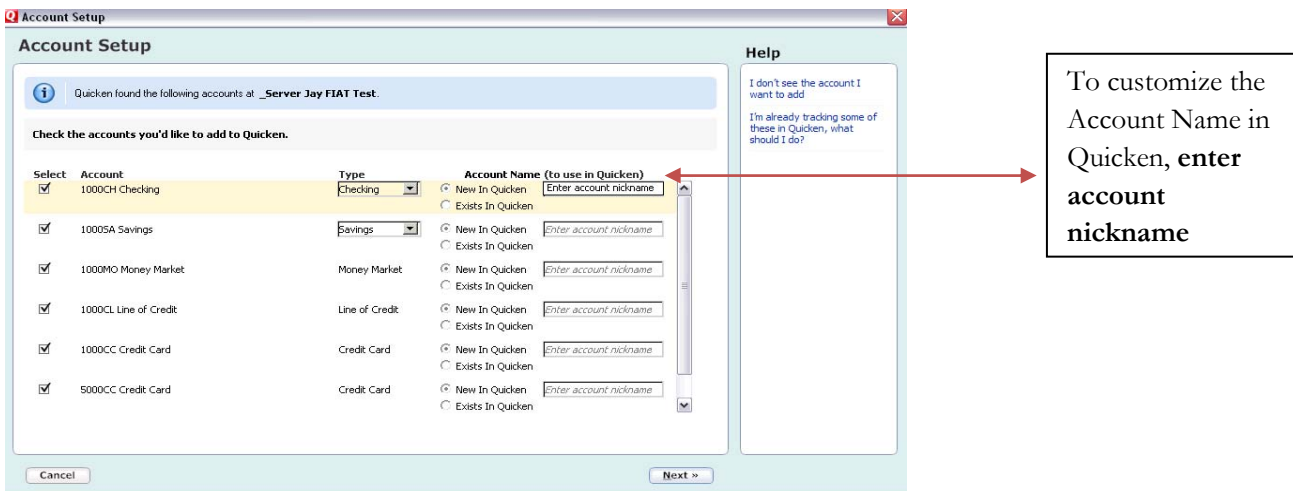
6. Confirm the accounts you wish to set up and/or customize Account Name →click Next

7. After the Quicken One Step update is completed, you will be prompted to store your password in the Password Vault. Select YES or NO to continue, → Click Next

To learn on the Password Vault, click on What is the Password Vault under the Help

To keep your password in Quicken's secure Password Vault select yes.

Summary of accounts added

8. After reviewing your Account Setup Summary page, Click Done

9. Enter your Flagstar ending balances as the opening balances in your account register.

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.

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