

## 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

**Quicken Mac Direct Connect** Page 2

**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.

**Quicken Windows Bill Pay** Page 3

**Quicken Mac Bill Pay** Page 3

---

### 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.

**Important:** These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after October 8th, 2021 at 4pm, the payment status might not be accurately represented in Quicken.

The cancel Bill Payment tasks **must** be completed prior to October 8th, 2021 at 4pm CST. Do not recreate any Bill Payments from within Quicken.

- Cancel Existing Bill Payments.
  1. Choose Tools > Online Center.
  2. Choose BBVA USA from the Financial Institution drop-down list.
  3. On the Payments tab, choose an account from which a payment is scheduled in the future.
  4. In the payments status list, you will cancel payments for each payee with a status that is scheduled for delivery on a date after October 8th, 2021. To do this, select the first payee and click Cancel Payment.
  5. Repeat steps 3 & 4 for all payments that are scheduled for delivery after October 8th, 2021.
  6. On the toolbar, click Repeating.
  7. Choose a payment instruction and click Delete. Click Delete again in the confirmation window.
  8. Repeat step 7 for each repeating payment with BBVA.

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

**IMPORTANT:** The re-create Bill Payment tasks should be completed on or after October 12th, 2021 using the PNC Online Banking web site. Using the PNC web site to re-create the canceled payments will ensure you keep your payee list, payments history, eBills and scheduled payments in sync. If you prefer to only send payments from within Quicken, please reach out to PNC Online Support after October 12, 2021 for assistance.

---

## 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.

**Important:** These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after October 8th, 2021 at 4pm, the payment status might not be accurately represented in Quicken.

The cancel Bill Payment tasks **must** be completed prior to October 8th, 2021 at 4pm CST. Do not recreate any Bill Payments from within Quicken.

- Cancel Existing Bill Payments.
  1. Highlight a Bill Payment transaction on the account register.
  2. While on the account register, choose File > Print to save your list of pending payments. You can use this when you re-create the bill payments and send these payments again.
  3. Click Edit at the bottom of the account register window.
  4. Click Edit Details below the highlighted transaction.
  5. Click the Online Payment tab and choose Cancel Payment.
  6. Repeat these steps for each outstanding Bill Payment you have scheduled with BBVA USA..

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

**IMPORTANT:** The re-create Bill Payment tasks should be completed on or after October 12th, 2021 using the PNC Online Banking web site. Using the PNC web site to re-create the canceled payments will ensure you keep your payee list, payments history, eBills and scheduled payments in sync. If you prefer to only send payments from within Quicken, please reach out to PNC Online Support after October 12, 2021 for assistance.