Online Banking Direct Connect Conversion
Quicken® for Mac Personal Finance Software 2005–2007

As Fifth Third Bank completes its system conversion, you will need to modify your Quicken settings to ensure the smooth transition of your data. You will need your customer ID and PIN.

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.

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 update is time sensitive and must be completed between 08/29/2011 and 09/12/2011.

This detour symbol indicates section instructions that are using bill pay within Quicken only. If you do not use Quicken to make online bill payments, then you can skip these sections or steps.

A.	BACK UP YOUR CURRENT DATA (ALL customers)

1. *Quicken for Mac 2006 and 2007 customers:* Choose **File** menu → **Back Up** → **To Disk…**.
   Quicken for Mac 2005 customers: Choose **File** menu → **Save a Copy…**.

2. Complete the following prompts.

B.	DOWNLOAD THE LATEST QUICKEN UPDATE (ALL customers)

1. *Quicken for Mac 2007 customers:* Choose **Quicken 2007** menu → **Check for Updates**.
   Quicken for Mac 2006 customers: Choose **Quicken 2006** menu → **Check for Updates**.
   Quicken for Mac 2005 customers: Choose **Quicken 2005** 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.

<table>
<tr><td>**C.**</td><td>**DELETE PENDING ONLINE PAYMENTS**
(BILL PAY customers only)</td></tr>
</table>

BILL PAY ONLY: *If you do not use online bill payment, then skip to* section **D**. *Investment accounts do not use bill pay.*

1. In your account register, check the Number column to see if there are any Sent transactions scheduled for delivery after 09/15/2011. If there are none, then skip to section D.
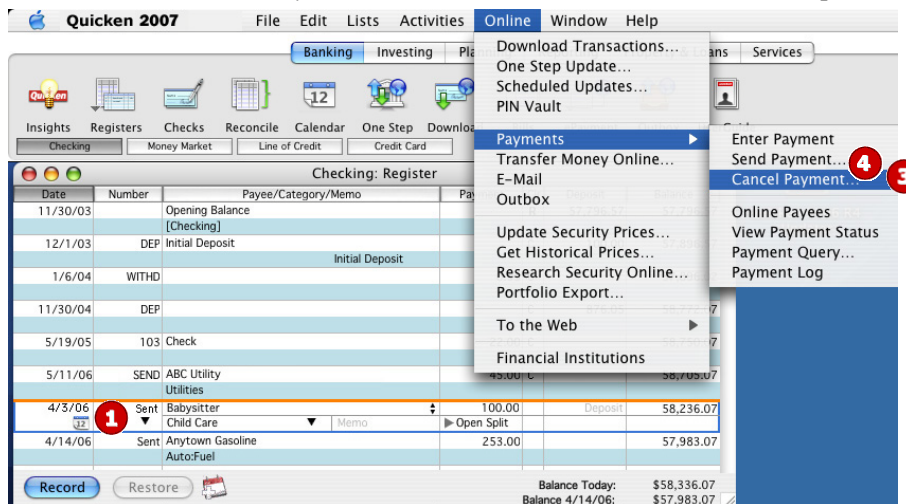
2. Choose **File** menu → **Print Register...** to save a copy of your list of pending payments. Specify the transaction date range to print and click **OK**. (You'll use this when you recreate these payments in section **G**.)

3. Click to select the first pending transaction in your account register. Choose **Online** menu → **Payments → Cancel Payment...**. Quicken determines if there is enough time to cancel the payment.

   - If there is not enough time to cancel, then it should process correctly in your current account. Repeat this step with a different pending transaction.

   - If there is enough time to cancel, then click **Put In Outbox** in the Cancel Payment dialog.

Repeat step **3** for each additional pending transaction.

4. Choose **Online** menu → **Payments → Send Payment...** to send the cancellation instructions to your financial institution.

5. With the **Payment Items** option selected, click **Send Now**. Complete the remaining prompts.
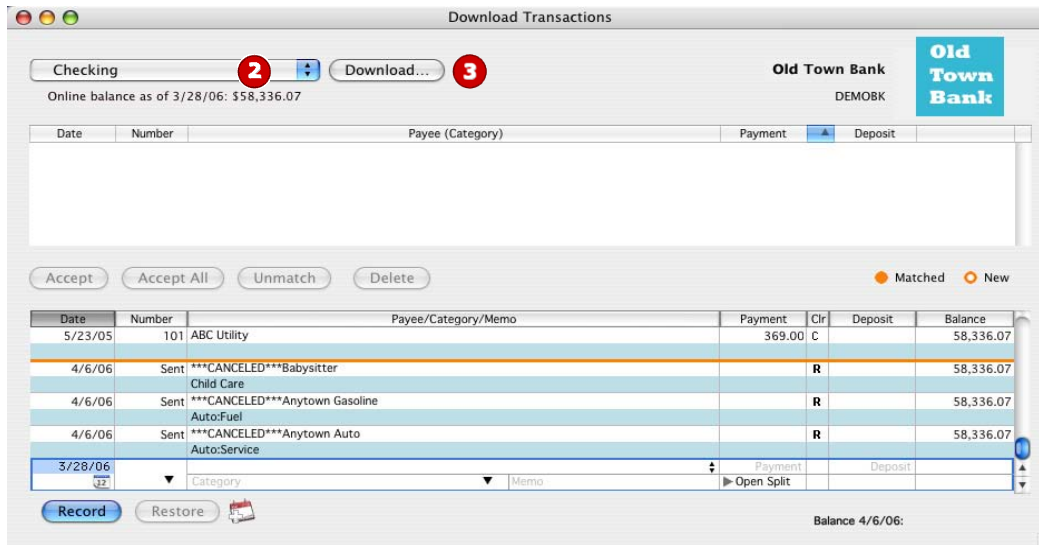
6. Close the Outbox dialog when complete.

The cancelled transactions remain in the register after you send the cancellation instructions; however, Quicken marks them as ***CANCELLED***.

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

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

3. Click **Download**.

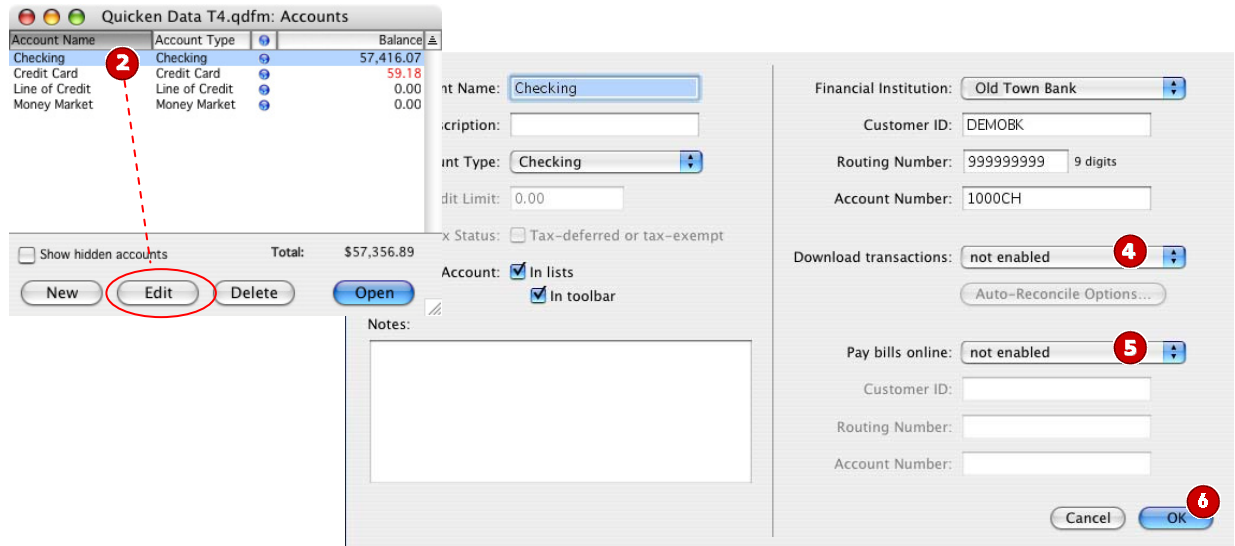4. Enter your PIN or PIN Vault PIN, and click **OK**.

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 list 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*.

Direct Connect Customer Conversion Guide
Last Updated: 8/31/2011 PN: Q_M_D2D_0507_1.0
Fifth Third Bank, member FDIC.

Page 3

1. Choose **Lists** menu → **Accounts**.

2. Select the account you want to disable, and click **Edit**.

3. Write down your account information (account number, routing number, and customer ID). You will need this information to enable your new account in section **F**.

4. In the Download transactions: drop-down list, select **not enabled**. Click **OK** to the prompt, "You are about to disable…"

5. 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…"

6. Click **OK** to save your edits.

Repeat steps **2** through **6** for each online account (such as checking, savings, credit cards, and brokerage). As each online account is disabled, its blue online circle icon disappears.
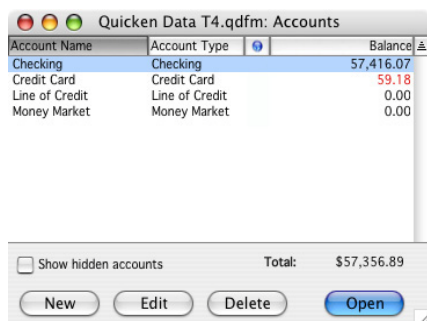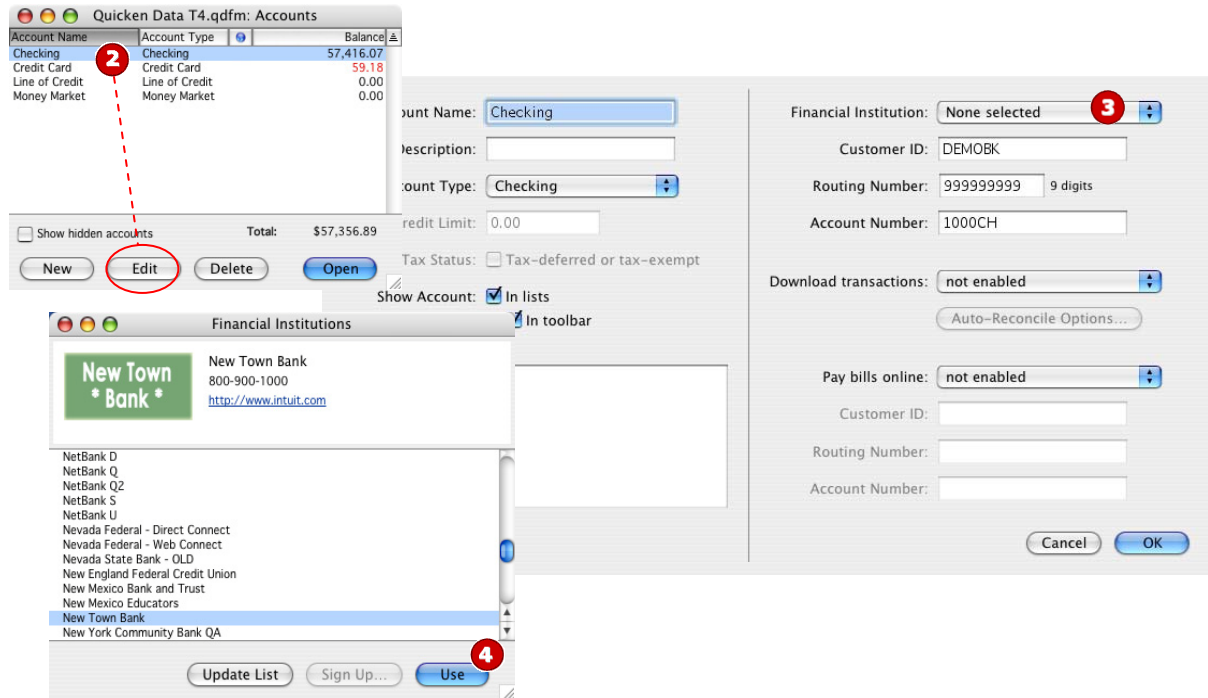

Verify that your account list does not display blue online circle icons for any accounts at your financial institution.

IMPORTANT: Complete sections **F** through **H** *on or after* 09/15/2011.

1. Choose **Lists** menu → **Accounts**.

2. Select your first disabled account, and click **Edit**.

3. Click the Financial Institution drop-down list and select **Change financial institution...**.

4. In the Financial Institutions dialog, select "Fifth Third Bank – New" from the list, and click **Use**. Enter the customer ID and PIN or password. Click **OK**.

5. Complete the remaining prompts as they relate to your financial institution and accounts, using the account information that you wrote down in section **E**.

- In the Add Online Services dialog, match your first account to the appropriate account number. Click **OK**.

- In the Review Accounts dialog, match each of your financial institution's accounts to the appropriate Quicken account by clicking **Select an Account...** under the Store in the Quicken Account column header. Click **OK**.

- Click **OK** to close the edit register page.

As each online account is enabled, its blue online circle icon reappears. Verify that each account in your list displays a blue online circle icon.

Direct Connect Customer Conversion Guide
Last Updated: 8/31/2011   PN: Q_M_D2D_0507_1.0
Fifth Third Bank, member FDIC.

Page 5

RECREATE PENDING ONLINE PAYMENTS
(BILL PAY customers only)

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

1. To recreate each payment you canceled in section **C**:

a. Open the online account register of the first canceled payment. Refer to the list you printed in section **C**.

b. Begin to enter the new transaction by typing the payment date.

c. Enter **SEND** in the Number field.

d. As you start to enter the payee information, the rest of your canceled transaction will display automatically.

e. Click **Record**.

Repeat step **1** for each canceled online payment.

2. Choose **Online** menu → **Payments** → **Send Payment...** to send the new payment instructions to your financial institution.

3. With the **Payment Items** option selected, click **Send Now**. Complete the following prompts, entering your PIN.

4. Close the Outbox dialog when complete.

⚠ To verify that your payee list is complete and up to date, see *Verify Your Payee List* at http://www.quicken.com/conversionfaqs.

1. Choose **Online** menu → **Download Transactions…**.
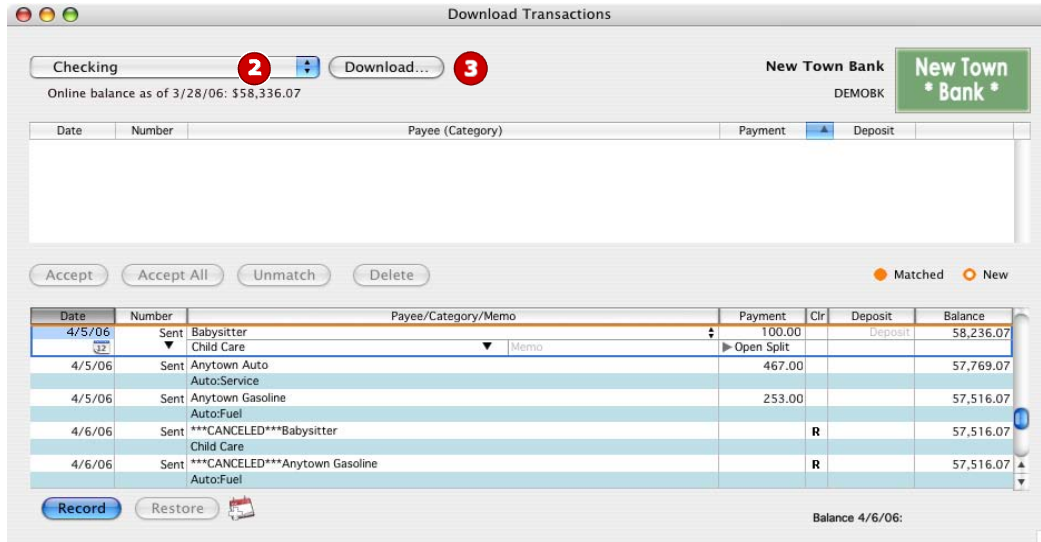
2. Click to select your account from the drop-down list.

3. Click **Download…**.

4. Enter your 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*.

THANK YOU FOR MAKING THESE IMPORTANT CHANGES!

Direct Connect Customer Conversion Guide
Last Updated: 8/31/2011   PN: Q_M_D2D_0507_1.0
Fifth Third Bank, member FDIC.

Page 7