Quicken Conversion Instructions

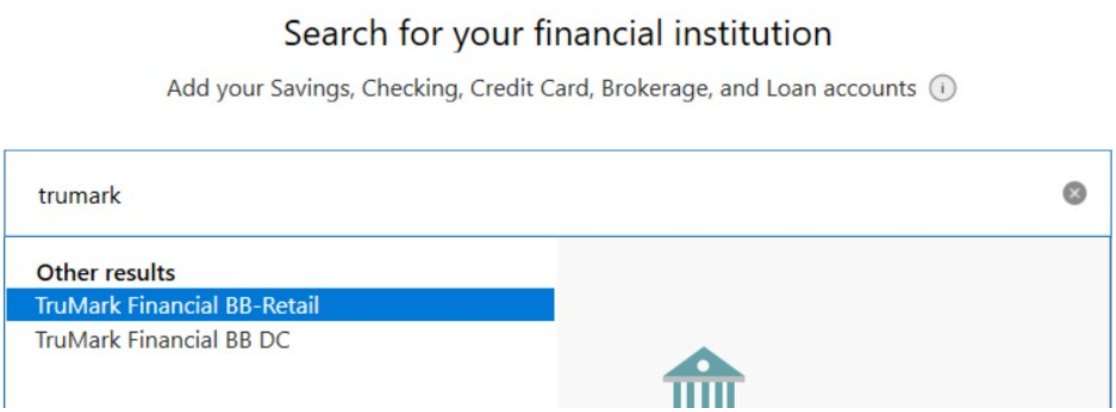
As TruMark Financial completes its system conversion, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and all three connectivity types (Direct Connect, Express Web Connect or Web Connect).

Searching Quicken for TruMark Financial:

Select the proper TruMark Financial Connection:

For Personal Accounts/Business accounts - TruMark Financial BB-Retail option

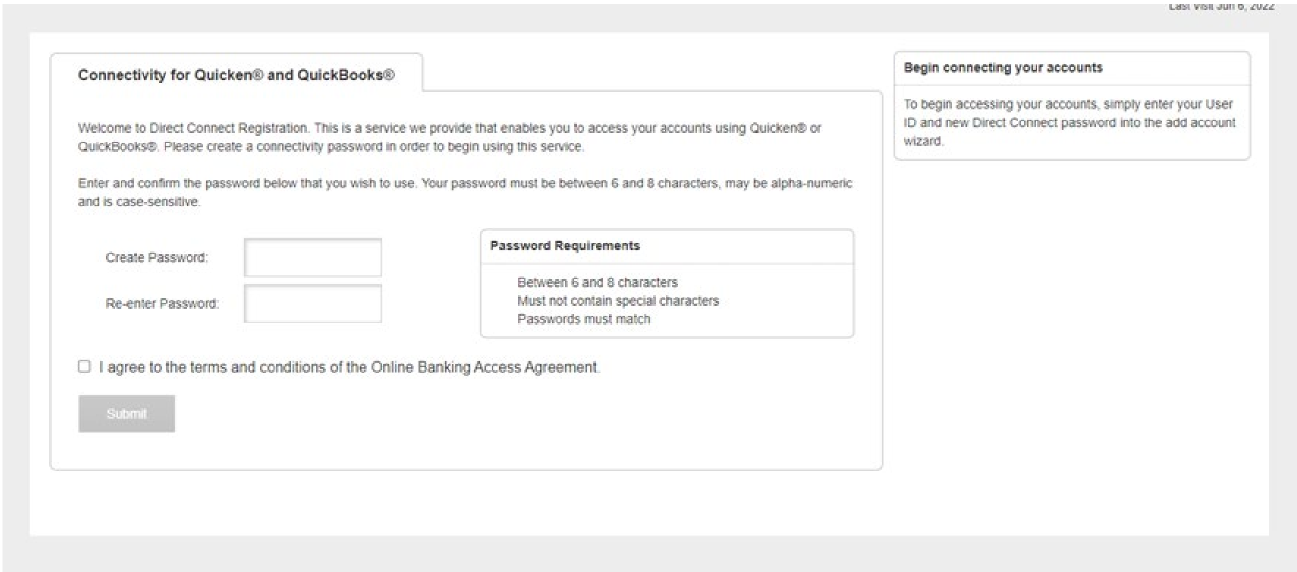
For Business Accounts logging into our Business+ - TruMark Financial BB DC



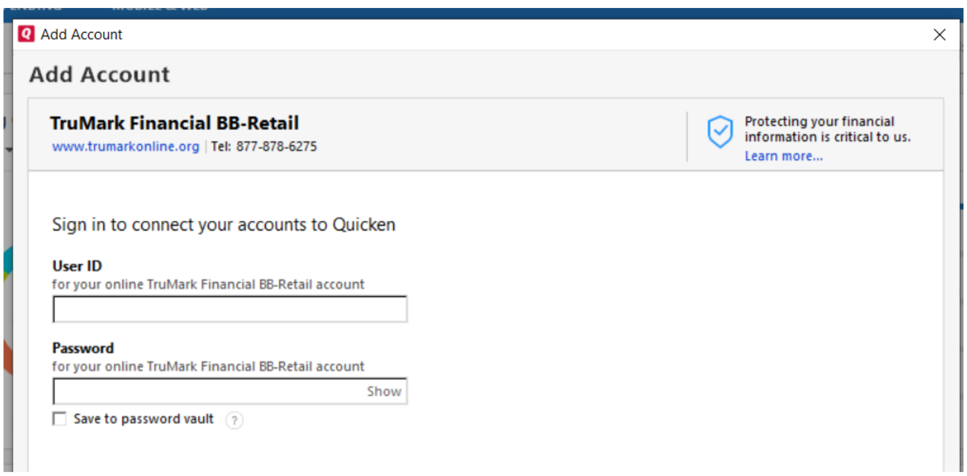
IMPORTANT: Express Web Connect will not be available until **June 14, 2022,** so please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect or Direct Connect

Direct Connect – Is a new feature that TruMark Financial now supports. With this method you DO NOT put your TruMark Financial password information into Quicken. Within our online banking platform you will establish the Direct Connect option and set a unique password for the Quicken connection, therefore Quicken does not have access to your TruMark Financial online password. Here's how you et up the Direct Connect Password:

- Log into your online banking account
- Select Additional Services > Quicken/QuickBooks (sample screen below)
- Set up your new password for your Direct Connect Access, which you will use in Quicken



Sample Quicken Add account wizard: he Direct Connect password should be used



Instructions for One-Step Update initiated from within Quicken

Instructions for Downloading a Web Connect file from your Online Banking Site

Quicken Windows Direct Connect and Express Web Connect

On June 6, 2022:

1. Deactivate online banking connection for all accounts connected to TruMark Financial that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete TruMark Financial and Account Number information. Click **OK** to close window.
    g. Repeat steps for any additional accounts that apply.
2. Reconnect the online banking connection for your accounts.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account you want to activate.
    c. In Account Details, click **Online Services** and then choose **Set up Now**.
    d. Type TruMark Financial's name in the search field and click next.
    e. Select the proper TruMark Connection
        - For Personal Accounts/.Business accounts- TruMark Financial BB-Retail
        - For Business Accounts logging into our Business + - TruMark Financial BB DC
    f. Enter your TruMark Financial credentials.
        - Express Web Connect uses the same credentials you use for your TruMark Financial online banking login.
        - Direct Connect requires the password you set up in TruMark Financial's online banking under the Quicken Direct Connect section

        Important: If your credentials do not work, contact TruMark Financial at 1-877-TRUMARK.
    g. Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account** and select 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 click **Cancel**.
    h. After all accounts have been matched, click **Next** and then **Done**.

Quicken Mac Direct Connect and Quicken Connect

On June 6, 2022:

Activate the online banking connection for accounts connected to TruMark Financial that is requesting this change.

1. Click your account in the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter TruMark Financial's name in the search field, select the correct option and click **Continue**.
5. Select the proper TruMark Connection:
    - For Personal Accounts/.Business accounts- TruMark Financial BB-Retail
    - For Business Accounts logging into our Business + - TruMark Financial BB DC
6. Enter your TruMark Financial credentials.
    - Express Web Connect uses the same credentials you use for your TruMark Financial online banking login.
    - Direct Connect requires the password you set up in TruMark Financial’s online banking under the Quicken Direct Connect section

    Important: If your credentials do not work, contact TruMark Financial at 1-877-TRUMARK.
7. In the “Accounts Found” screen, ensure you 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.**
8. Click **Finish**.

Quicken Windows Web Connect

On June 6, 2022:

1. Deactivate online banking connection for accounts connected to TruMark Financial that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete Financial Institution and Account Number information.
    g. Click **OK** to close window.
    h. Repeat steps for any additional accounts.
2. Reconnect online banking connection for accounts that apply.
    a. Download a Quicken Web Connect file from TruMark Financial's online banking site.
    b. In Quicken, choose **File > File Import > Web Connect (.QFX) File**.
    c. Use the import dialog to select the Web Connect file you downloaded. An “Import Downloaded Transactions” window opens.
    d. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
    e. Repeat this step for each account you have connected to TruMark Financial.

Quicken Mac Web Connect

On June 6, 2022:

Activate online banking connection for accounts connected to TruMark Financial that is requesting this change.

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter TruMark Financial's name in the search field, select the correct option and click **Continue**.
5. Select the proper TruMark Connection:
    - For Personal Accounts/.Business accounts- TruMark Financial BB-Retail option
    - For Business Accounts logging into our Business + - TruMark Financial BB DC
6. Log into TruMark Financial's online banking site and download your transactions to your computer. **Important: Take note of the date you last had a successful connection.** If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.
7. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the "Connection Type" if prompted
8. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **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.
9. Click **Finish**