

Important Message for Quicken Users

First Financial is migrating to a new Online and Mobile Banking system on **Monday, March 15, 2021**. This upgrade will require that you make changes to your Quicken software. Please review the following information and take any necessary action to ensure a smooth transition. Conversion instructions are available below.

The conversion instructions reference two action dates. These important action dates for current Quicken users are provided below:

1st Action Date: March 12, 2021

A data file backup and a final transaction download should be completed by this date. Please make sure to complete the final download before this date, since transaction history may not be available after the upgrade.

2nd Action Date: March 15, 2021

This is the action date for the remaining steps on the conversion instructions. *You will complete the deactivate/reactivate of your online banking connection to ensure that you get your current Quicken account setup with the new connection.*

[Quicken Windows Web Connect Instructions](#)

[Quicken Mac Web Connect Instructions](#)

[Quicken Windows Express Web Connect Instructions](#)

Question: What happens if I don't deactivate my current Online Banking connection?

Answer: You will be required to create a new register for the new connection. This would essentially result in duplicate accounts within Quicken.

Intuit aggregation services may be interrupted for up to 3-5 business days during the conversion. Users are encouraged to download a QFX file during this time. Please carefully review your downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

If you have any additional questions, please contact us. For Quicken technical support questions, please call Quicken at 650-250-1900 or visit <https://www.quicken.com/support#windows>

Thank you for Thinking First!

First Financial

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