

Subject: RE: CEO Update on Quicken Inc.

Sir

I believe you are either, wrong and have misled your customers or have been misled by your team.

In your update email below dated April 20, 2023, you talk about *"a re-introduction of the ability to see pending transactions when downloading from banks"*.

I am running as of today the current Version R49.33, Build 27.1.49.33. As you can see from the screen shot below my preferences do not include an ability to see "Pending Transactions". I have called and complained about this ability ever since switching from "Direct Connect" to "Web Connect" for Bank of America. I spoke to your tech support yesterday and they informed me that this feature, ability to see pending transactions, has been *"discontinued"*. (see tech Case 10257272). This lack of ability to see pending transactions causes a difference between the online balance and current balance. When reconciling the account this difference is equal to the pending transactions. If I manual enter the pending transactions, the difference does not go away, but requires me to clear the manually entered transaction. So, in effect, I'm clearing a transaction that have not cleared at the bank. If I do not enter the transactions manually and accept the "Balance Adjustment", on the next update, after those pending transactions have cleared, the "Balance Adjustment" reappears in the opposite + vs - \$ values. If there are new pending transactions, then the problems just gets worse.

In closing, the change from "Direct Connect" to "Web Connect" has caused nothing but angst for the users of Quicken.

