

OFX Service Change Request



Form Date:

IMPORTANT: OFX service changes can affect customers using Quicken and QuickBooks. The OFX Connectivity Group recommends that you notify your customers **at least 30 days** before a planned change.

1. Financial Institution: Identifying Information

Contact Name:	<input type="text"/>	FDIC Cert or NCUA Number:	<input type="text"/>
Phone:	<input type="text"/>	Email:	<input type="text"/>
Company Name:	<input type="text"/>		

2. OFX Service Provider: Identifying Information

Contact Name:	<input type="text"/>		
Phone:	<input type="text"/>	Email:	<input type="text"/>
Company Name:	<input type="text"/>		

3. About Your Project: Solution Information

Current FI Name/Names in Quicken and QuickBooks:	<input type="text"/>	BID Number(s) (if known):	<input type="text"/>
Future FI Name/Names in Quicken and QuickBooks: (if not changing, enter "Same")	<input type="text"/>	Future BID Number(s) (if changing):	<input type="text"/>

What **products** does the FI support with OFX now?

- Quicken for Windows
- Quicken for Mac
- QuickBooks for Windows
- QuickBooks for Mac

What **products** will the FI support with OFX after the change?

- Quicken for Windows
- Quicken for Mac
- QuickBooks for Windows
- QuickBooks for Mac

What **connectivity type/types** will the FI support after the change?

- Web Connect
- Direct Connect

Which **OFX Services** do you support **now**?

- Banking (Checking, Savings, Money Mkt, Creditline)
- Bill Pay (Direct Connect)
- Credit Card Statement
- Investments
- 401K

Which **OFX Services** will you support **after the change**?

- Banking (Checking, Savings, Money Mkt, Creditline)
- Bill Pay (Direct Connect)
- Credit Card Statement
- Investments
- 401K

Will FITID values be changing for any historical transactions available to end users that posted prior to your conversion date?

Yes No Don't know

4. About Your Project: General Information

Which of the following will be changing? (Check all that apply)

Routing Number Account Number Customer/User ID PIN/Password

When is your change or new system scheduled to go live?

IMPORTANT NOTE: Expedited fees will apply for any conversions that do not meet the minimum timeline requirements.

When do you plan to deactivate your current system or connectivity?

How will you notify customers of any required actions to retain connectivity? (Check all that apply)

Email Web Postal Mail Other If "Other," describe:

How many days of historical transaction data do you need to migrate to the new platform/system? Days

5. About Your Project: Test Account Info For New Platform/System

Customer/User ID:

PIN/Password:

Multi-Factor Authentication (MFA) Questions/Answers:

1.

2.

3.

6. Direct Connect Information

How much history will be downloaded to your customers during the first OFX server download? Days

Do you require registration for Direct Connect?

Yes No N/A

If yes, how do you register Direct Connect customers?

Web Phone Email Postal Mail Other

Do you support Direct Connect Transfers today, and will that continue?

Yes No N/A

Will the PIN change requirements be different on the new server?

Yes No N/A

7. Bill Payments Information

Will the payment processing model change on the new system?

Yes No N/A

Please be prepared to talk about these questions with your Technical Projects Manager:

How do you plan to manage payment emails sent by the user but not responded to by customer support before the cut-off date?

How do you plan to prevent users from scheduling payments on the old system that would be processed after the cut-off date?

8. Additional Information or Details