



## Frequently Asked Questions (FAQs)

### Terms and Conditions of Use

Information presented herein is for informational use only by agents of existing and prospective clients of Hilltop Securities Inc., and may not be duplicated or redistributed to other parties without written prior consent of Hilltop Securities Inc. Information was prepared from sources believed reliable; however, Hilltop Securities Inc. does not guarantee its accuracy or completeness. Distribution or publication of this information does not represent a solicitation to complete a financial transaction with Hilltop Securities Inc., which is a Member of NYSE, FINRA, and SIPC.

This document is not intended to constitute advertising or advice of any kind, and it should not be viewed as an offer or a solicitation. Hilltop Securities Inc. makes no representation, warranty or guarantee, express or implied, concerning this document and its contents, including whether the document and its contents (which may include information and statistics obtained from third party sources) are accurate, complete or current. The information in this document is subject to change at any time, and Hilltop Securities Inc. has no duty to provide you with notice of such changes. In addition, Hilltop Securities Inc. will not be responsible or liable for any losses, whether direct, indirect or consequential, including loss of profits, damages, costs, claims or expenses, relating to or arising from your reliance upon any part of this document.

Trademarks referenced herein are either registered trademarks or trademarks of Hilltop Securities Inc. in the U.S. and/or other countries. The names of actual companies and products mentioned herein and/or third party trademarks, trade names and logos contained herein may be the trademarks of their respective owners. Any rights not expressly granted herein are reserved.

Links available on Hilltop Securities Inc.'s website allow quick access to other sites which may be of interest. Clicking on a link may take you out of Hilltop Securities Inc.'s website to an alternative website not operated by Hilltop Securities Inc.

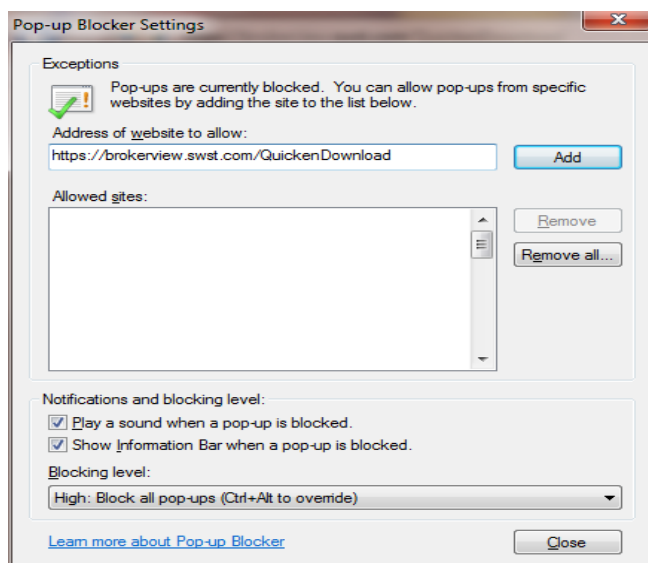
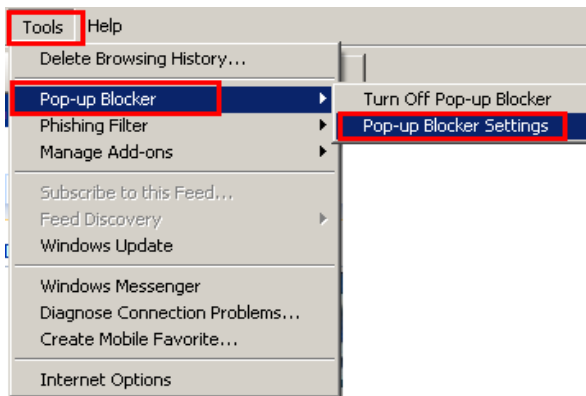
Hilltop Securities Inc. is not responsible for the content of the third party website and does not represent either the third party website or you, if you enter into a transaction. While we hope these organizations join us in respecting your privacy, Hilltop Securities Inc. is not responsible for the content, product, services or privacy practices of these other web sites.

Hilltop Securities Inc. does not endorse or guarantee products, information or recommendations provided by linked sites, and is not liable for failure of products or services advertised on these sites. Linked sites may have privacy policies that are different from Hilltop Securities Inc., and may provide different levels of security.

© 2009, Hilltop Securities Inc., 1201 Elm Street, Dallas, Texas, 214-859-1800. This document, including all trademarks and service marks relating to Hilltop Securities Inc., remains the intellectual property of Hilltop Securities Inc.

## Frequently Asked Questions (FAQs)

- **Q.** Should I add <https://brokerview.swst.com/QuickenDownload> as an allowed website?
- **A.** Yes, before you launch the HilltopSecurities' Quicken Link go to Internet Explorer. Click on Tools, click on Pop-up Blocker, and then click on Pop-up Settings. Add <https://brokerview.swst.com/QuickenDownload> to allowed websites and then click on Add and Close.





## Frequently Asked Questions (FAQs)

- **Q. Are Quicken's online financial services secure?**
- **A.** Protecting the privacy and security of your financial information is a top priority at Intuit. Quicken's online financial features take advantage of advanced encryption and authentication technologies, including Secure Sockets Layer (SSL), digital certificates and RSA encryption to protect your information.
  
- **Q. Why is my transaction listed as "Unidentified Security"?**
- **A.** The transaction is listed as an "Unidentified Security" because the latest version of Quicken has not been installed. To install the latest version of Quicken, go to the Quicken main menu, select Online, then select One Step Update. Please note that after you complete the update, you should delete the account that generated the "Unidentified Security" error message, then download the account again.
  
- **Q. What are placeholder entry transactions in Quicken?**
- **A.** Placeholders are used for transactions that are missing. This happens when all account activity has not been downloaded. For example, if account 123456 was opened on January 1, 2006 and you only downloaded January 1, 2008 until today's date, then you will be missing all activity for 2006 and 2007. The account will have placeholders for the missing transactions.
  
- **Q. Why is there a quantity discrepancy for bonds between Quicken and ClientEXP?**  
**For example, Quicken displays 1,500 bonds and ClientEXP displays 150,000 bonds.**
- **A.** This is how Quicken displays bonds. ClientEXP displays the quantity as 150,000 and Quicken displays as a quantity of 1,500 bonds, a difference of two decimal places.



## Frequently Asked Questions (FAQs)

- **Q. Why is there a quantity discrepancy for options between Quicken and ClientEXP?**  
**For example, Quicken displays 4,000 options and ClientEXP displays 400 options.**
- **A.** All cash and cash-equivalents – including free credit, debit, and money market balances – are reflected in the aggregate Quicken cash balance. We do not show the individual balances in each of the cash-equivalents separately.
  
- **Q. Why are sweeps not included in Quicken Downloads?**
- **A.** Sweeps are not included in the Quicken download because they are not included on customer statements.
  
- **Q. Why don't I see some cancelled trades downloading?**
- **A.** Buy/Buy cancel and Sell/Sell cancel transactions within the same download for the same trade will not be included within Quicken, as they cancel each other out. Example 1: Your account buys 100 shares of T on 5/15. The buy trade is canceled on 5/20. You download your transactions from Quicken on 5/21. Results: There is no buy or buy cancel in the download as the transactions netted out. Example 2: Your account buys 100 shares of T on 5/15. You download your transactions from Quicken on 5/19. Results: Your buy transactions are included in the download. The buy trade is canceled on 5/20. You download your transactions from Quicken on 5/21. Results: The buy cancel is in the download. There are a few fixes for this:
  1. Always download the most recent transactions
  2. Remove the original transaction and re-download the correct date range which includes both the original and the cancel
  
- **Q. Can I download a DVP account?**
- **A.** DVP accounts cannot be downloaded. If you enter a DVP account number, the Quicken download will display “This type of account is not eligible to be downloaded”.



## Frequently Asked Questions (FAQs)

- **Q. What is “Adjustment may be needed to properly post. See FAQ” in the memo entry?**
- **A.** This is a receipt transaction where the quantity forwarded is negative – possibly due to a previous sell or delivery that caused a negative, which the receipt is reducing.
  
- **Q. Can I Install TurboTax and Quicken on the same computer?**
- **A.** Yes, you can install TurboTax and Quicken on the same computer.
  
- **Q. Can I import Quicken data into TurboTax Business?**
- **A.** Quicken data **cannot** be imported into TurboTax Business.
  
- **Q. Where can I find additional support documentation for Quicken?**
- **A.** Please refer to <http://fi.intuit.com/support/> and <http://www.quicken.com/support> for more information.