

Quicken Canadian Sunset and Discontinuation Policy

Retirement of Online Services and Support for older versions of Quicken

In an ongoing effort to provide reliable high-quality products and services, Intuit periodically retires (also known as “sunsets or discontinues”) older versions of Quicken, thereby discontinuing online services & live technical phone and email support for these versions.

Under this policy the most current version of Quicken (currently Quicken 2011), plus the prior two versions, will be supported, subject to certain exceptions. Generally we will support a Quicken product for approximately two years after its general release date.

Sunsetting older versions of Quicken allows us to focus resources on enhancing our products and providing support for more current versions, which are used by the vast majority of Quicken customers.

When a Quicken product is scheduled to be sunset, Intuit will provide affected customers with advance notice, generally by means of this Web site. We update this Web site periodically, so please visit us again for more information as it becomes available.

Information for Quicken 2008 customers

As of May 31, 2011 in accordance with the Quicken sunset policy, updates to online services and live technical support will no longer be available for Quicken 2008 users. To avoid a service interruption, you must upgrade to Quicken 2011 before May 31, 2011. To place your order online, please visit www.quicken.ca. Purchasing the Quicken 2010 download will give you immediate access to Quicken 2011. If you are ordering a CD, we recommend placing your order before May 1, 2011 so there is enough time to receive and upgrade to Quicken 2011 prior to the May 31st deadline. If you want assistance ordering or upgrading to Quicken 2011, our customer care team is standing by to assist you. For free conversion support, use e-mail support options. Telephone support can be subject to fees. More information about contacting customer care is available on our support site.

Information for Quicken 2007 customers

As of May 31, 2010, access to all online services and live technical support was discontinued. These services include downloading financial data from your bank, credit union, credit card, brokerage, or mutual fund accounts; downloading stock quotes, news headlines and other financial information into Quicken.

Online Services Discontinuation, Live Support and Product Update Sunset Date

Quicken 2008 May 31, 2011

Quicken 2007 May 31, 2010

For additional information concerning this change, view our list of Frequently Asked Questions.

*Online services require Internet access, vary by participating financial institutions, and may be subject to additional terms, and conditions.

Terms, conditions, features, service options and pricing for support and optional services subject to change.