

Goldman Sachs Private Wealth - Quicken Integration FAQ

Frequently Asked Questions

1) Why is there a mismatch in my Holdings between Quicken and [Goldman.com](https://www.goldmansachs.com)?

There could be a mismatch in the total market value of your holdings due to one of more discrepancies below:

1. The Quicken software does not have a support for alternative investments. It supports publicly-traded securities like Stocks, Bonds, Options, currencies, and futures. However, it does not support non-priced alternatives like private equity, exchange fund, real estate fund etc. Hence, you may see such holdings missing from your Quicken view.
2. [Goldman.com](https://www.goldmansachs.com) reported market values are accrual adjusted v/s Quicken market values do not include accruals.
3. USD under "Cash, Deposits & Money Market Funds" is reported under "Cash" in Quicken. All other positions under "Cash, Deposits & Money Market Funds" like EUR or any other Money market funds will show.

2) Why is my cash Balance incorrect in Quicken?

Quicken calculates Cash balance rather than sourcing it from Goldman. The reported cash is aggregated data of transactions in the account.

3) Why is my number of shares 100 times lesser than what is displayed on [Goldman.com](https://www.goldmansachs.com)?

If you had previously downloaded term deposits, Quicken will not be able to automatically map the holdings. In this case, you will have to manually clean up holdings, and refresh your account view.

4) Why is my market value 100 times greater than what is displayed on [Goldman.com](https://www.goldmansachs.com)?

If you had previously downloaded structured notes, Quicken will not be able to automatically map the holdings. In this case, you will have to manually clean up holdings, and refresh your account view.

5) My Access Id and PIN are locked due to multiple incorrect tries. How do I fix this?

If you enter incorrect Access Id and PIN more than 5 times, your Quicken login credentials will be locked. In this case, please delete the saved PIN from vault first. Then proceed with re-

authentication through GS secure login flow (by clicking on the link – [set it up here](#)). It is possible that you get the same Access ID and PIN as your last attempt. On refreshing your account view, you will be prompted to put in a PIN. Please paste this PIN and check the box to store in vault. Once done, account data should download seamlessly.

6) I'm seeing an error - "We're unable to complete your request. ClientUID error." How do I fix this?

Quicken allows users to create multiple files to manage different accounts. Due to security considerations, we have a limit of 10 files per user. We're working with Quicken to evaluate the feasibility of increasing the file limit.

7) Why do I have to go through authentication multiple times?

If you are managing multiple Quicken files within your view, you will be required to register and authenticate each file. Once done, you should be able to refresh and update your data without the need for authentication for the next 90 days.

8) My dividend and interest transactions show "US Dollar" as security description instead of the actual underlying security details. How do I fix this?

Starting in June 2023, post refresh, you should be able to see underlying security details correctly populated.

9) Why are there missing transactions in my view on Quicken that I can see on Goldman.com (e.g. BDA monthly interest and BDA reinvestment)

Starting in July 2023, post refresh, you should be able to see BDA interest (as a deposit) and BDA reinvestment (as a withdrawal of the same amount).

10) My dividend transactions are missing details of the number of shares. How do I fix this?

Starting in July 2023, post refresh, you should be able to see number of shares for dividend transactions.

11) I'm seeing the error - "Your financial institution has rejected your request" How do I fix this?

The Access ID and PIN you generated to access your Goldman Sachs accounts on Quicken expire every 90 days. Click on the link shared on the Quicken error message and perform the authentication and consent flow again to reactivate your credentials. Once Access ID and PIN are generated, go back to Quicken and update or refresh data. You are **not** required to unlink and relink accounts at this point. Please note that if you are managing multiple Quicken files, you will need to repeat this process for each file.

Known differences between Quicken and Goldman.com

Goldman.com shows aggregated data in a hierarchical fashion. All the way from client relationships to actual brokerage accounts, clients can customize their view accordingly. Quicken, on the other hand, reports data at a brokerage account level only.

Holdings:

Realtime v/s end of day (EOD):

Goldman.com reports real time holdings data and supports historical views. Quicken, however, reports the latest available EOD data

Accruals:

Quicken reports all the market values exclusive of accruals. Hence, all fixed income, securities, term deposit, bank deposit accounts etc. report market values without accruals while Goldman.com market values are inclusive of accruals.

Alternative investments not supported:

Quicken does not support alternative investments. Hence, Quicken holdings view does not include non-priced alternatives, private equity, real estate funds etc.

Exchange fund not supported:

Quicken does not support exchange funds. Hence, Quicken holdings view does not include exchange funds.

Available Cash:

Quicken calculates the available cash by aggregating transactions. It includes cash in managed accounts while Goldman.com does not, hence, there might be some instances of incorrect calculation of available cash. We are working closely with Quicken team to explore options to correct this and get the values to sync between the two platforms (timelines for the potential fix will be communicated soon).

Managed Accounts:

Quicken doesn't support advisory or managed accounts. Hence, there might be instances of differences in asset class classification for the holdings of these accounts.

Holdings not held at GS:

Quicken only reports holdings which are held at GS. All external, hearsay etc. accounts are excluded from Quicken holdings view.

Loans and liabilities:

Loans and liabilities are not reported in Quicken.

Holdings with no price:

Quicken requires all holdings to have a price associated. Hence, holdings with no price are not reported. As an example, expired options do not get reported due to this reason.

Transactions:**Sweeps & cancelled/amended transactions:**

Quicken doesn't show sweep transactions while they are displayed on Goldman.com. Quicken does show cancelled transactions which are not visible on Goldman.com

Product type:

Goldman has custom defined product types for transactions to be displayed on Quicken in accordance with the OFX standards. Attributes like rating, coupon etc. are also reported for the security.

Inflight transactions:

Goldman.com displays inflight (not successfully processed yet) transactions, while Quicken only honors successfully processed transactions.

Trade date vs process date:

While Goldman.com filters transactions on the basis of trade date, Quicken displays records based on the process date instead.

Product expiration transactions:

Certain transactions that are not displayed on goldman.com but displayed on Quicken include non -purchase and sales transactions for expiration events of the holdings - i.e. options expiration, bond maturity etc.

Split:

There are two types of split transactions.

1. Forward split
 - a. Goldman.com and Quicken would only show one transaction in this case. Quicken will display the old quantity of security (before stock split) and new quantity (after stock split)

- b. Old units in Quicken would map to the underlying quantity on Goldman.com.
New units in Quicken would map to the sum of underlying quantity and quantity on Goldman.com
- 2. Reverse Split
 - a. Goldman.com will have two different transactions. One will map to withdrawal of old quantity and the other will map to deposit of the new quantity. However, Quicken will only show one transaction containing details of both old and new quantity
 - b. Old units in Quicken would map to the underlying quantity on Goldman.com.
New units in Quicken would map to the quantity.

Duplicate Transactions:

Quicken stores the timestamp of the last downloaded data (T). When user refreshes Quicken to get the latest data, Quicken would end up pulling data starting 7 days prior to the last downloaded timestamp (T-7) to current timestamp. Hence, there is a possibility that Goldman ends up sending duplicate transactions to Quicken. In these cases, Quicken ignores transactions that are already present in their latest data file. Hence, ideally, there should be no duplicate transactions reported in Quicken view.