1. Why doesn’t my Quicken balance match the balance I see in my online account?

   - TIAA Traditional Placeholder Messaging – TIAA Traditional requires you to accept placeholder entry to adjust the daily balance when there is not an actual transaction to adjust the balance.
     
     ▪ Step 1 – Click Accept All
     ▪ Step 2 – Click Details, on the Securities Comparison Mismatch page
     ▪ Step 3 – Click Create a placeholder transaction for the difference
     ▪ Step 4 – Click OK to proceed.