

EDNA Helpful Information

- Must call from a touch-tone phone.
- **Account numbers are different from member numbers** and are assigned to specific account types; i.e., your primary savings account number is 1. Refer to your account statement(s) or online banking to determine your account and loan numbers.
- Enter dollar amounts with no decimals; i.e., \$100.00 is entered as 10000.
- You don't have to wait for the entire menu to complete before entering your selection.
- Press * at any time to back up one menu level.
- Press 8 to move forward five items in history.
- Press 9 to repeat the last response.
- If you enter an invalid menu choice, you will have three opportunities to enter a valid menu choice before you are disconnected.
- Transfers can be made between accounts with the same primary member number.
- All check withdrawals will be mailed to the address on record the following business day.

EDNA Reference Guide

Call EDNA at 509.328.8887, or outside of the area at 800.422.3260.

Enter a primary menu item first – 1, 2 or 3 (in bold) – then follow the key sequences to the left of the secondary menu descriptions. For example: to check your savings account balance, key in 111.

<p>1 - Account & Loan Inquiries</p> <ul style="list-style-type: none">1 - Account balance<ul style="list-style-type: none">1 - Savings account2 - Checking account3 - Other account balances2 - Account history<ul style="list-style-type: none">1 - Deposits2 - Withdrawals3 - Dividends earned year to date4 - All activity3 - Cleared checks<ul style="list-style-type: none">1 - List of checks2 - Specific checks3 - Checks on a selected account4 - Specific checks on a selected account4 - Loan inquiry<ul style="list-style-type: none">1 - Balance and payment on Line of Credit2 - Balance and payment on other loans3 - Loan interest paid year to date <p>2 - Payments, Transfers & Withdrawals</p> <ul style="list-style-type: none">1 - To make a loan payment<ul style="list-style-type: none">1 - Loan payment from savings2 - Loan payment from checking	<p>2 - Payments, Transfers & Withdrawals</p> <ul style="list-style-type: none">2 - To make a transfer<ul style="list-style-type: none">1 - Savings to checking transfer2 - Checking to savings transfer3 - Loan to checking transfer4 - Loan to savings transfer4 - To withdraw a check<ul style="list-style-type: none">1 - Check from savings - mailed2 - Check from specific account - mailed <p>3 - New Member Number & Other Activities</p> <ul style="list-style-type: none">1 - Go to a different membership2 - To change your account access code3 - For stop payments<ul style="list-style-type: none">1 - For a stop on a single check2 - For a stop on a range of checks
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