

Call EDNA at (509) 328-8887 or (800) 422-3260.

Account balances*

- Account activity7#
- Account deposits8#
(Specify savings or checking account; press 3# at any time to interrupt.)
- Account withdrawals9#
(For non-checking withdrawals; press 3# at any time to interrupt.)
- Savings account11#
- Checking account12#
- Specific account15#
(Used to obtain balance information for a specific account, e.g., second savings or checking account, certificates, IRAs, etc.)
- Specific loan16#
(Gives current balance, payment amount, due date and payoff amount for a specific loan.)

*The first balance given is your actual balance. The second balance given is your "available" balance. Available balance is your actual balance less:

- minimum balance, e.g., \$5 per savings account
- savings frozen to secure a loan(s)
- uncollected funds from a deposit
- any electronic funds transfer and/or payroll deposits where the credit union has not received collected funds

Checks paid

- Last check paid13#
(Gives history of last five checks cleared.)
- Any check paid14#
(Specify number.)
- General checks paid17#
(Used to obtain check paid information for a specified checking account. Information can be obtained for a specific check or for the last five checks, e.g., second checking accounts.)
- Place stop payment on check(s)67#

Interest paid

- Dividends paid on deposits18#
(Gives interest and penalties paid year-to-date and for previous year.)
- Interest paid on loan19#
(Gives interest paid year-to-date and for previous year.)

Transfers

- New member number20#
- Savings to checking account21#
- Checking to savings account22#
- Visa/line-of-credit advance to savings25#
- Account to account transfer27#
- (Used to transfer funds between any two specified accounts, e.g., second savings to checking, checking to second checking.)
- Visa/line-of-credit to account transfer..... 28#
- (Funds are transferred to a specified savings/checking account.)
- Cross-member transfers29#

Check withdrawals

- From savings to be mailed31#
- From savings to be picked up32#
- (From Member Services department during credit union business hours.)
- From specified account to be mailed 34#
- (e.g., checking or second savings/checking account.)
- From specified account to be picked up 35#
- (e.g., checking or second savings/checking account, from Member Services department during credit union business hours.)
- Calls made after 3:00 p.m. for check withdrawals will be mailed to address on record by 3:00 p.m. the next business day.

Loan payments

- From savings account41#
- From checking account42#
- From specified account45#
- (e.g., second savings or checking account.)

Miscellaneous

- Reorder checks65#
- New access code66#
- Report lost or stolen Visa68#
- Receive voice mail messages 70#
- Repeat last response80#
- Listen to entire service code list81#
- Connect to Member Services specialist..... 90#
- End conversation*99#

*It's important you use this service code so EDNA knows you have ended your call.