

★ 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 Home 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 or between accounts (cross member transfers) that have previously been set up by completing a cross member transfer form.
- 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.**
- **Press * any time to back up one level**
- **Press 8 to move forward 5 items in history**
- **Press 9 to repeat last response**

1 - Account & Loan Inquiries

- 1,1 - Account balance
 - 1,1,1 - Savings account
 - 1,1,2 - Checking account
 - 1,1,3 - Other account balances
- 1,2 - Account history
 - 1,2,1 - Deposits
 - 1,2,2 - Withdrawals
 - 1,2,3 - Dividends earned year to date
 - 1,2,4 - All activity
- 1,3 - Cleared checks
 - 1,3,1 - List of checks
 - 1,3,2 - Specific checks
 - 1,3,3 - Checks on a selected account
 - 1,3,4 - Specific checks on a selected account
- 1,4 - Loan inquiry
 - 1,4,1 - Balance and payment on LOC
 - 1,4,2 - Balance and payment on other loans
 - 1,4,3 - Loan interest paid year to date

2 - Payments, Transfers & Withdrawals

- 2,1 - To make a loan payment
 - 2,1,1 - Loan payment from savings
 - 2,1,2 - Loan payment from checking
 - 2,1,3 - Loan payment from another account

- 2,2 - To make a transfer
 - 2,2,1 - Savings to checking transfer
 - 2,2,2 - Checking to savings transfer
 - 2,2,3 - Loan to checking transfer
 - 2,2,4 - Loan to savings transfer
 - 2,2,5 - Select accounts for transfer
 - 2,2,6 - Select a loan and account for transfer
- 2,3 - To make a cross member transfer
 - 2,3,1 - Transfer to your membership
 - 2,3,1,1 - Account to account transfer
 - 2,3,1,2 - Account to loan transfer
 - 2,3,2 - Transfer from your membership
 - 2,3,2,1 - Account to account transfer
 - 2,3,2,2 - Loan to account transfer
 - 2,3,2,3 - Account to loan payment
- 2,4 - To withdraw a check
 - 2,4,1 - Check from savings - mailed
 - 2,4,2 - Check from specific account - mailed

3 - New Member Number & Other Activities

- 3,1 - Go to a different membership
- 3,4 - To change your account access code
- 3,5 - For stop payments
 - 3,5,1 - For a stop on a single check
 - 3,5,2 - For a stop on a range of checks