

HOW DO I FIND MY ACCOUNT NUMBER?

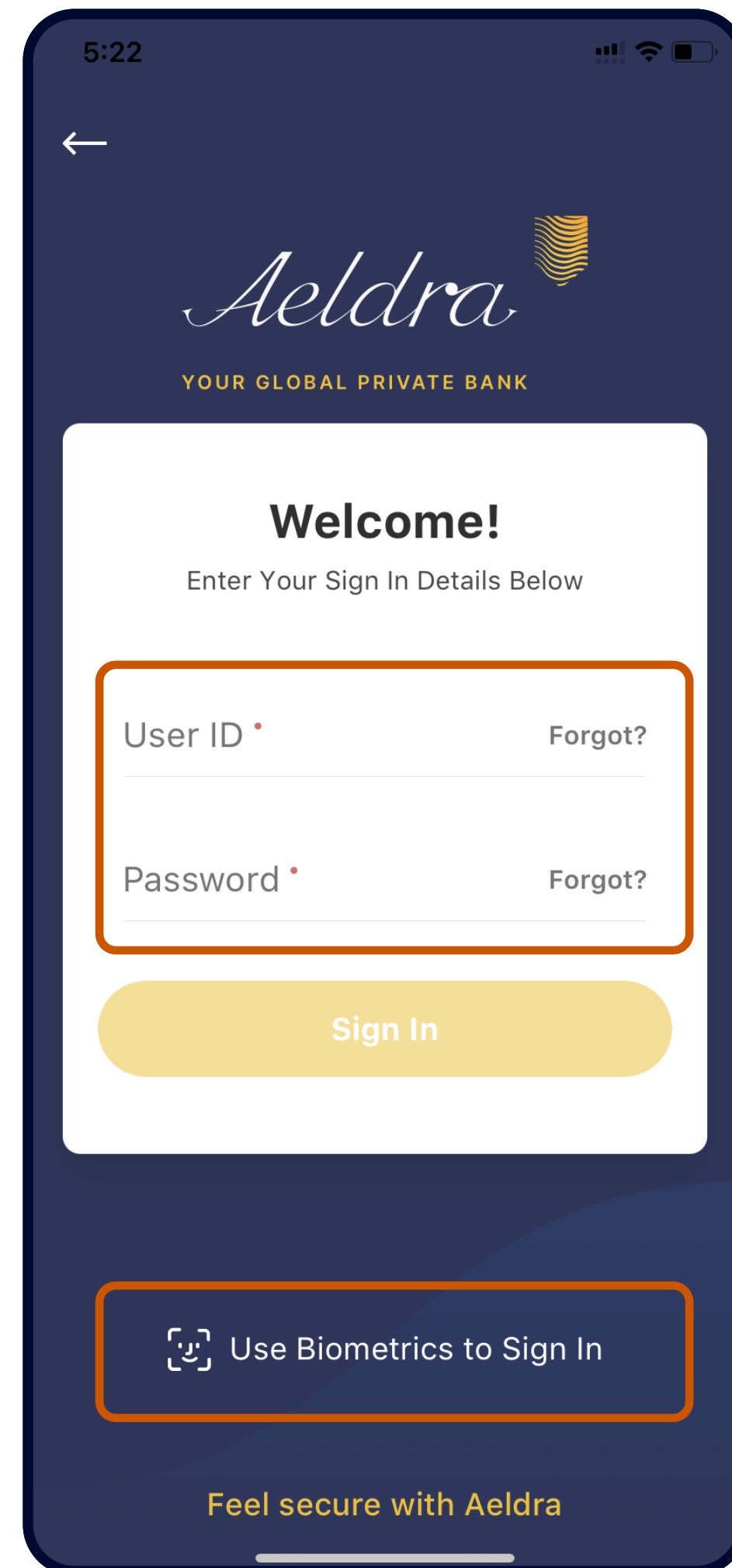
Step 1:

Open your Aeldra app and "Sign In" to your account



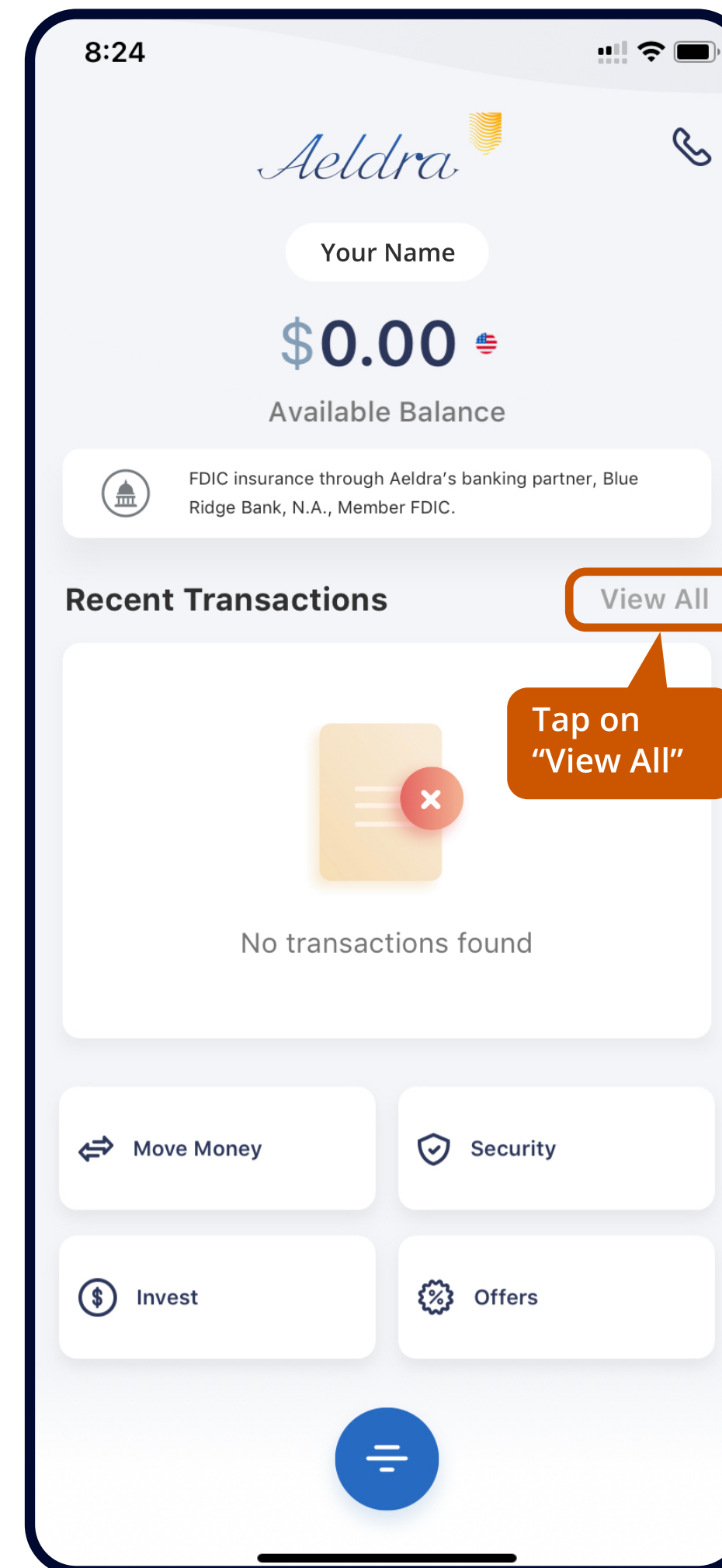
Step 2:

Enter your "User ID & PW" or use "Biometrics" to Sign In



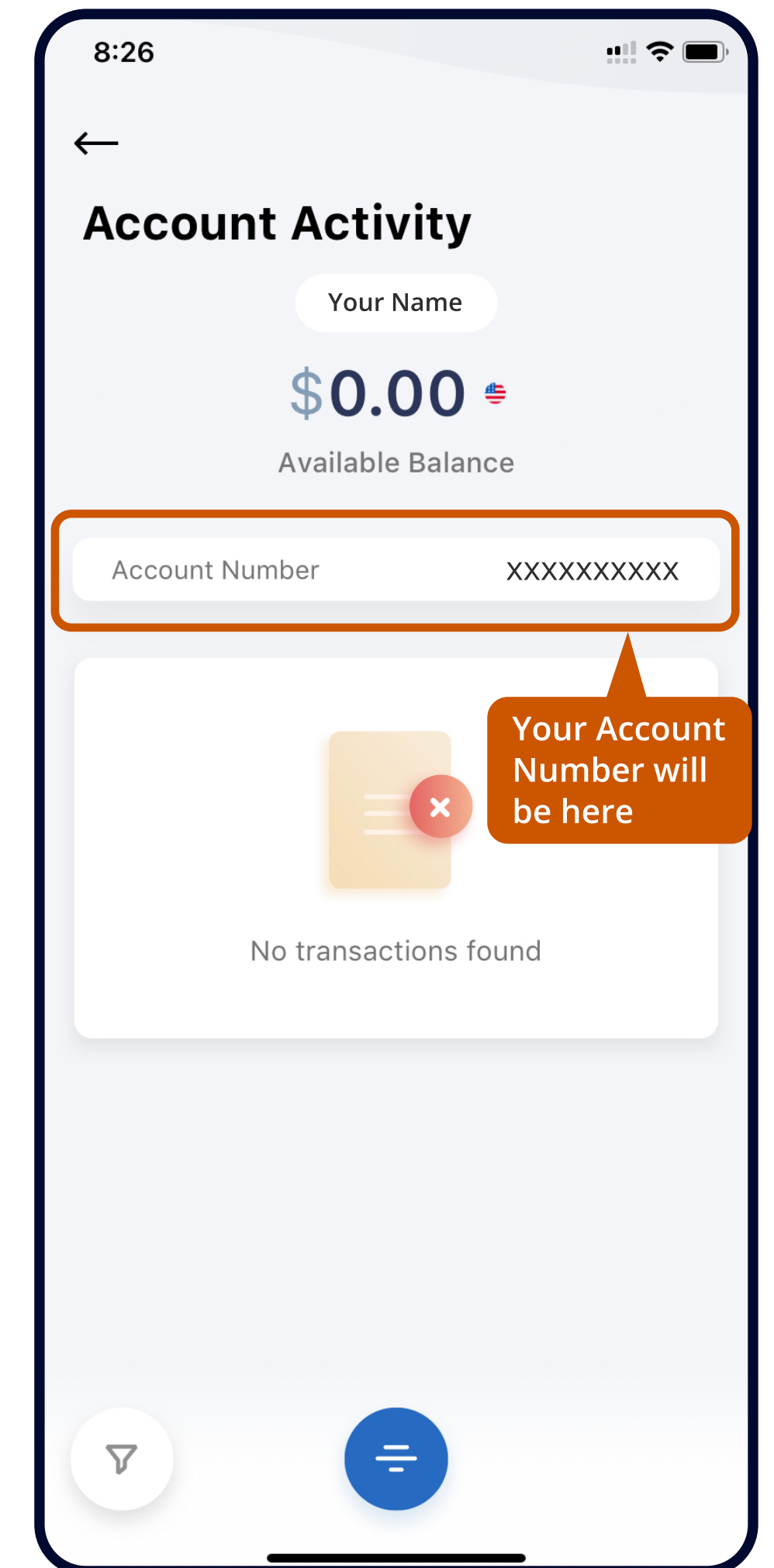
Step 3:

Tap "View All" on the homescreen



Step 4:

Your "Account Number" will be shown here



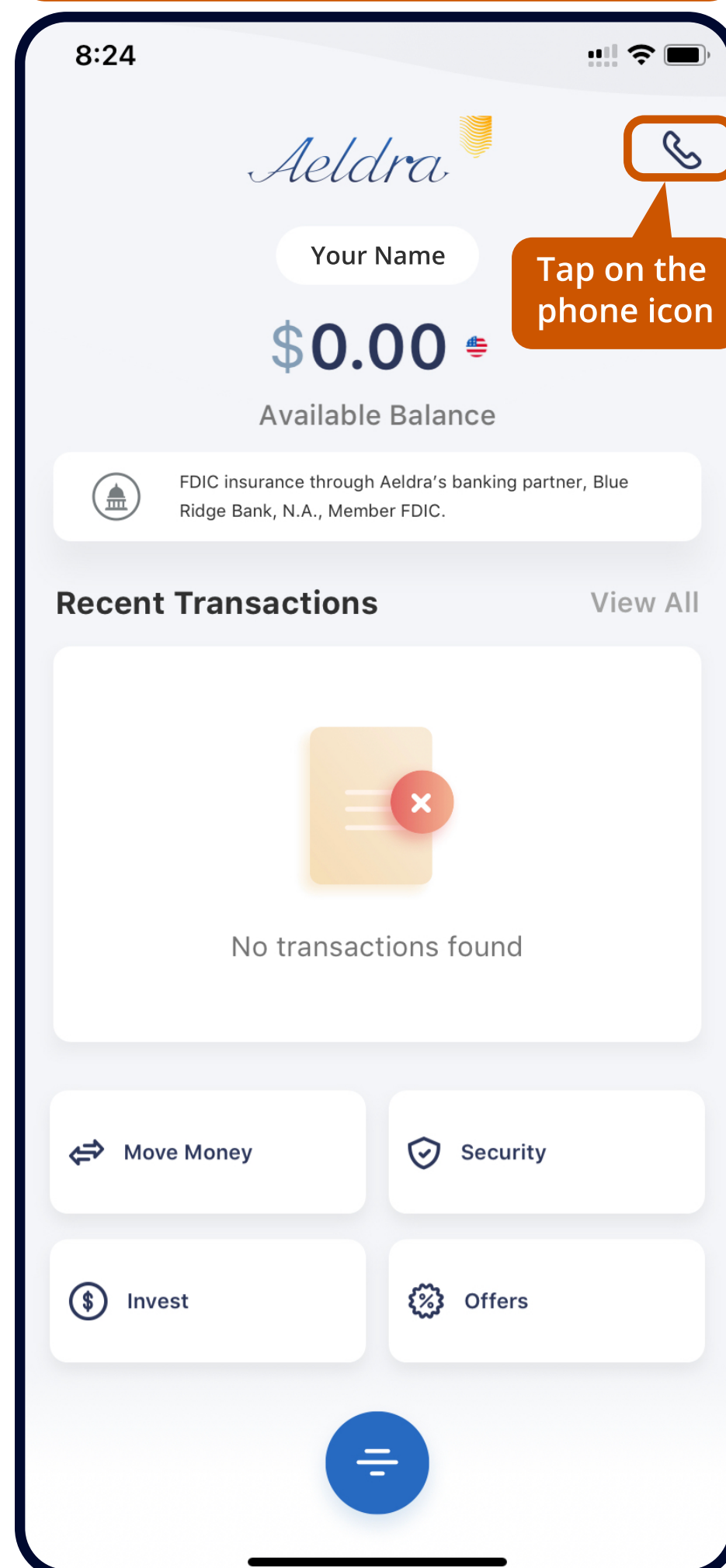
HOW DO I FIND THE ABA / ROUTING NUMBER?

This ABA / Routing Number can also be found in your Aeldra app.
Follow the below steps to locate it in your Aeldra app.

The ABA / Routing Number for
Blue Ridge Bank, N.A. is:
053112929

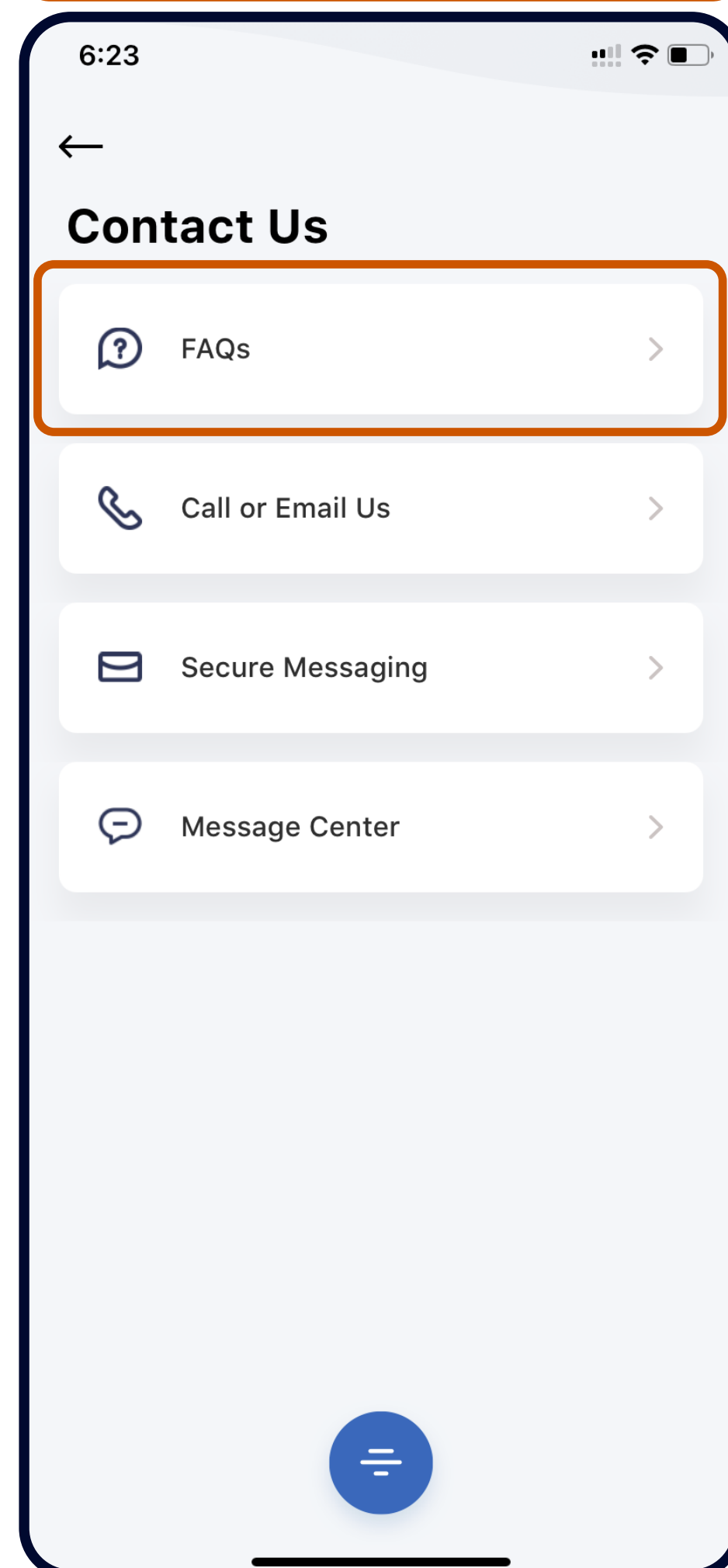
Step 1:

Tap the phone icon on the
homescreen



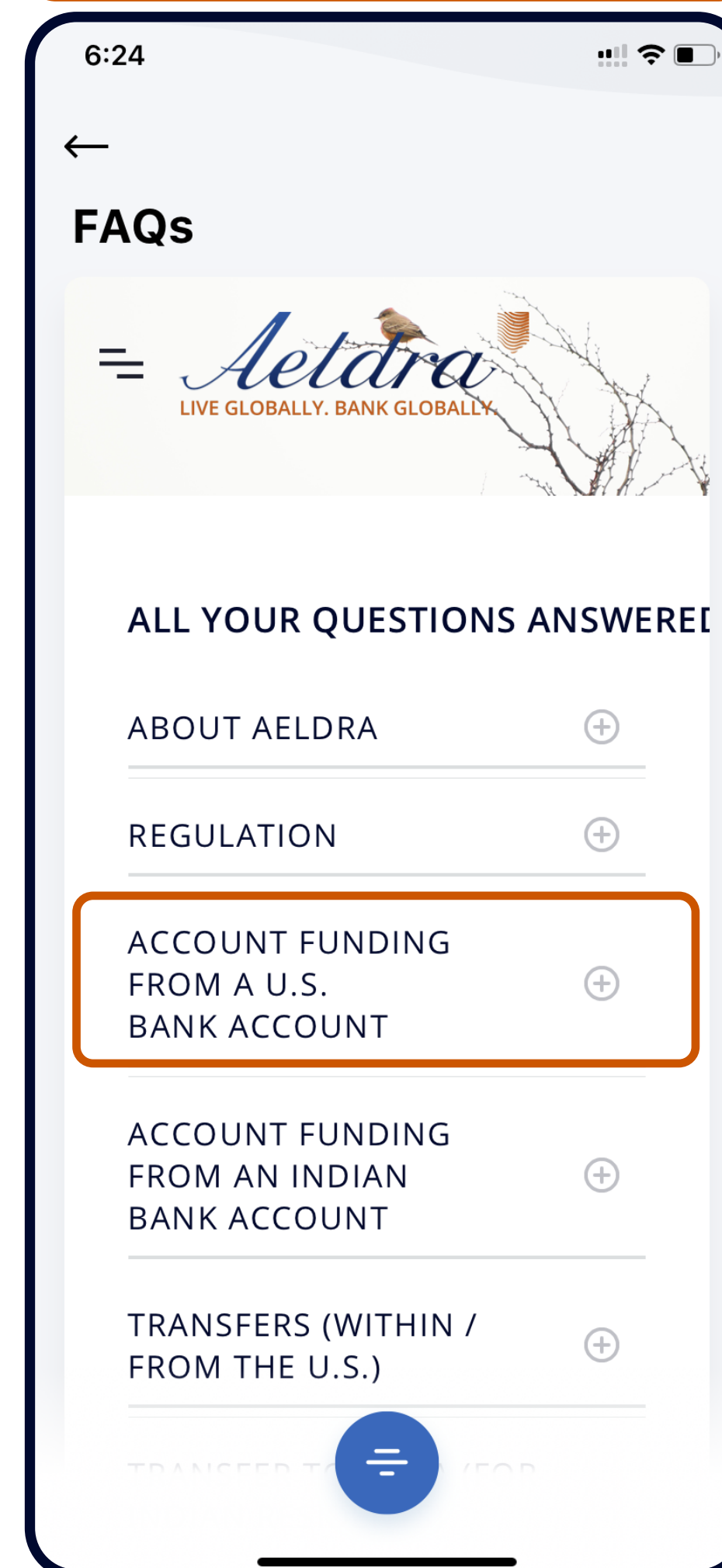
Step 2:

Tap on "FAQs"



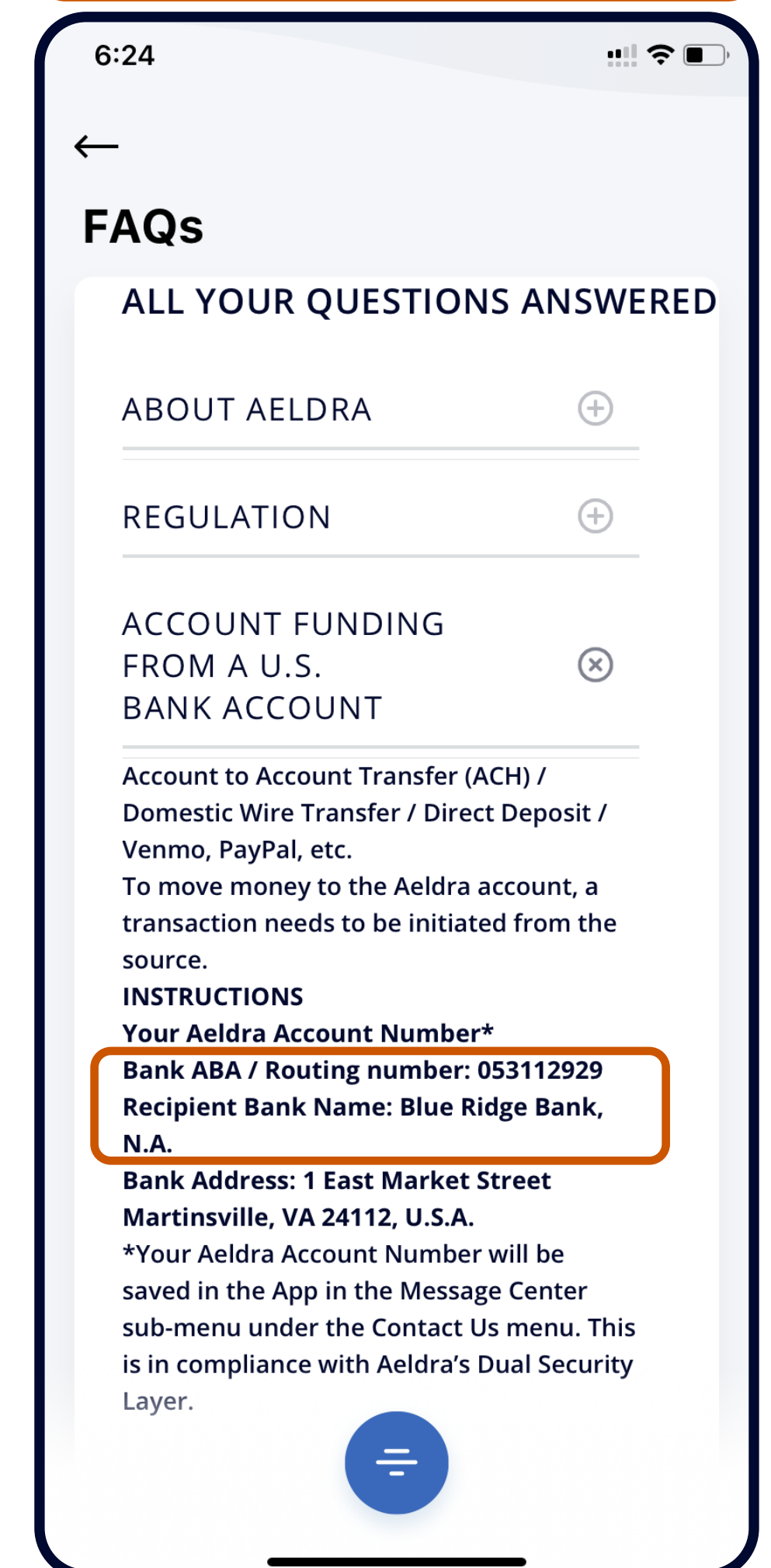
Step 3:

Tap on "Account Funding
From A U.S. Bank Account"



Step 4:

You will find ABA / Routing
No. listed above here



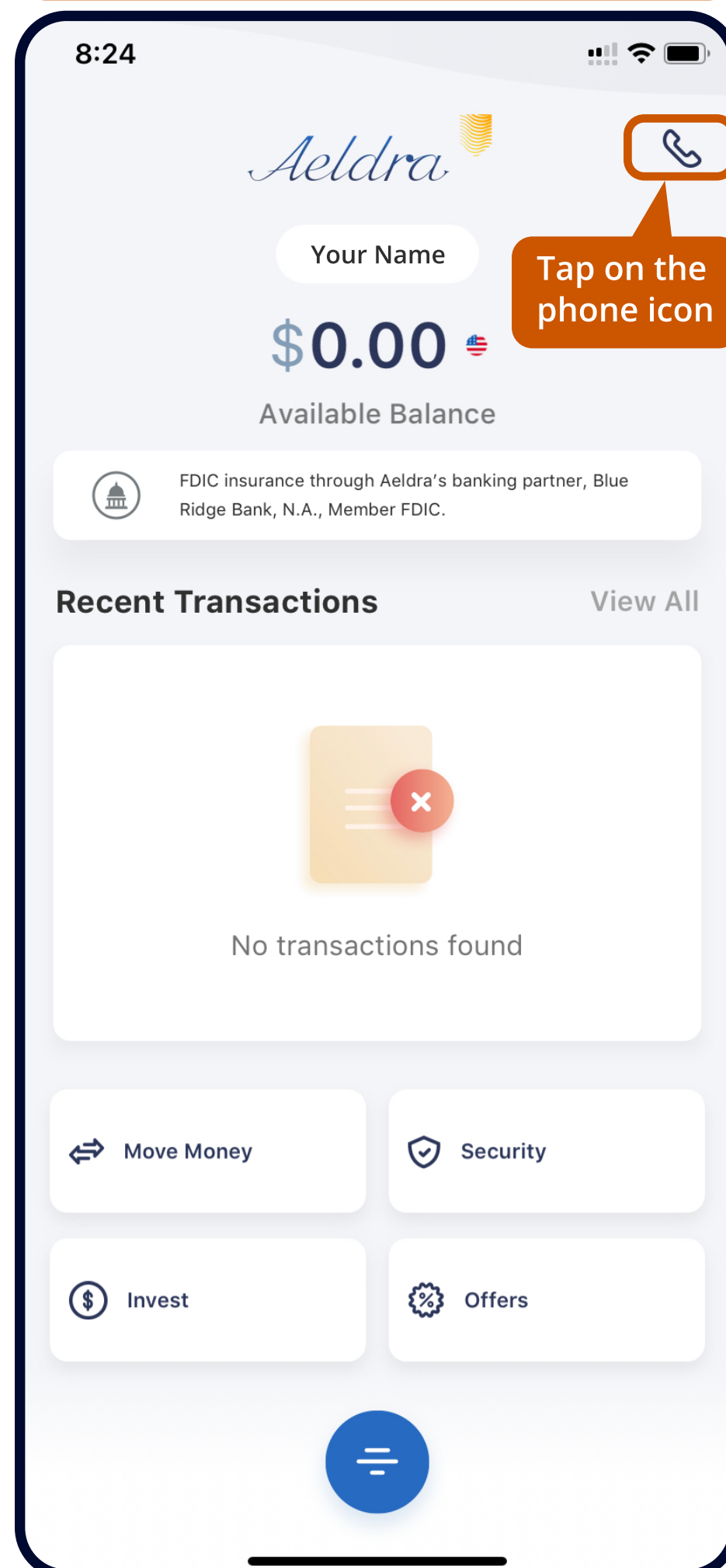
HOW DO I FIND THE AELDRA CUSTOMER SERVICE NUMBER?

This is a U.S. Toll-free Number, available 24x7. This number can also be found in your Aeldra app. Follow the below steps to call directly from the app.

The Aeldra Customer Service Number is:
+1-844-333-3101

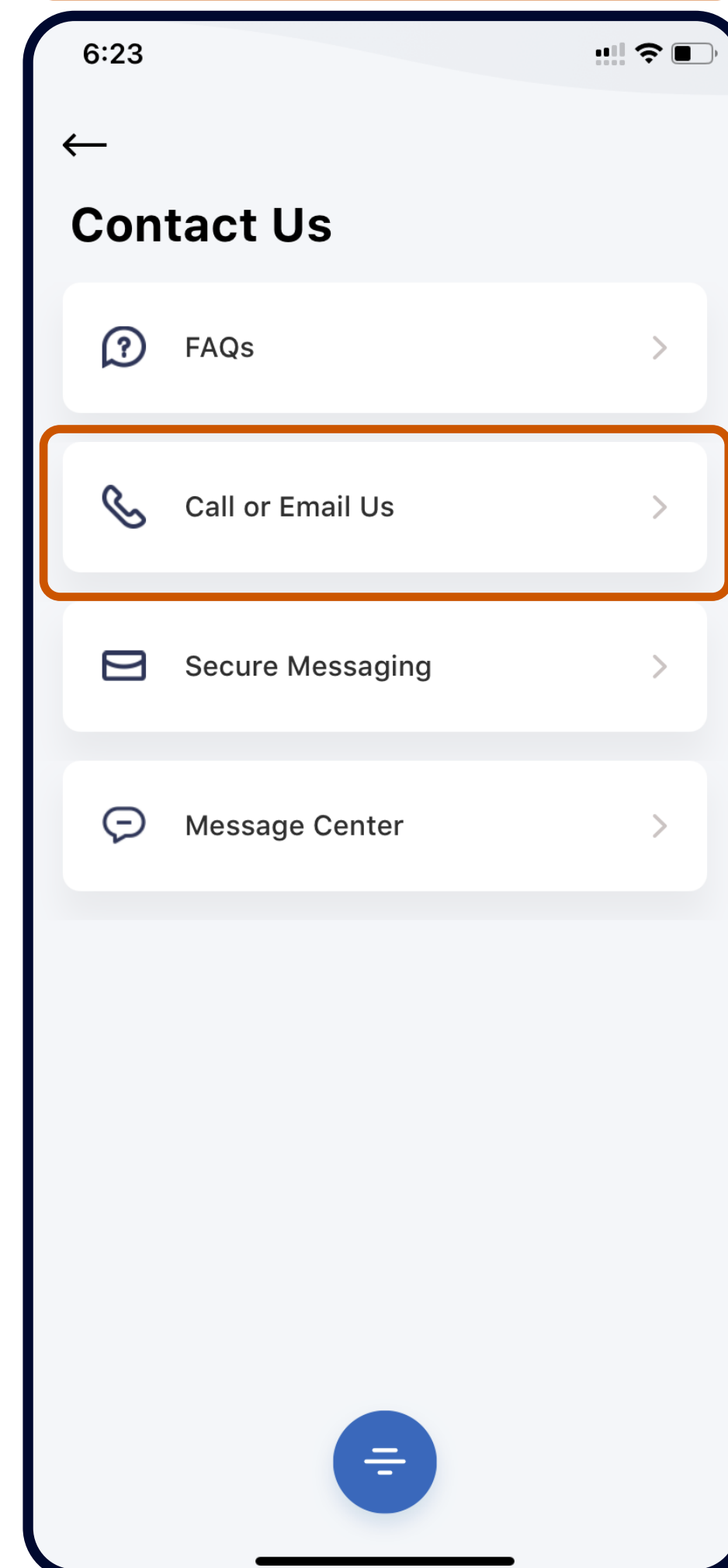
Step 1:

Tap the phone icon on the homescreen



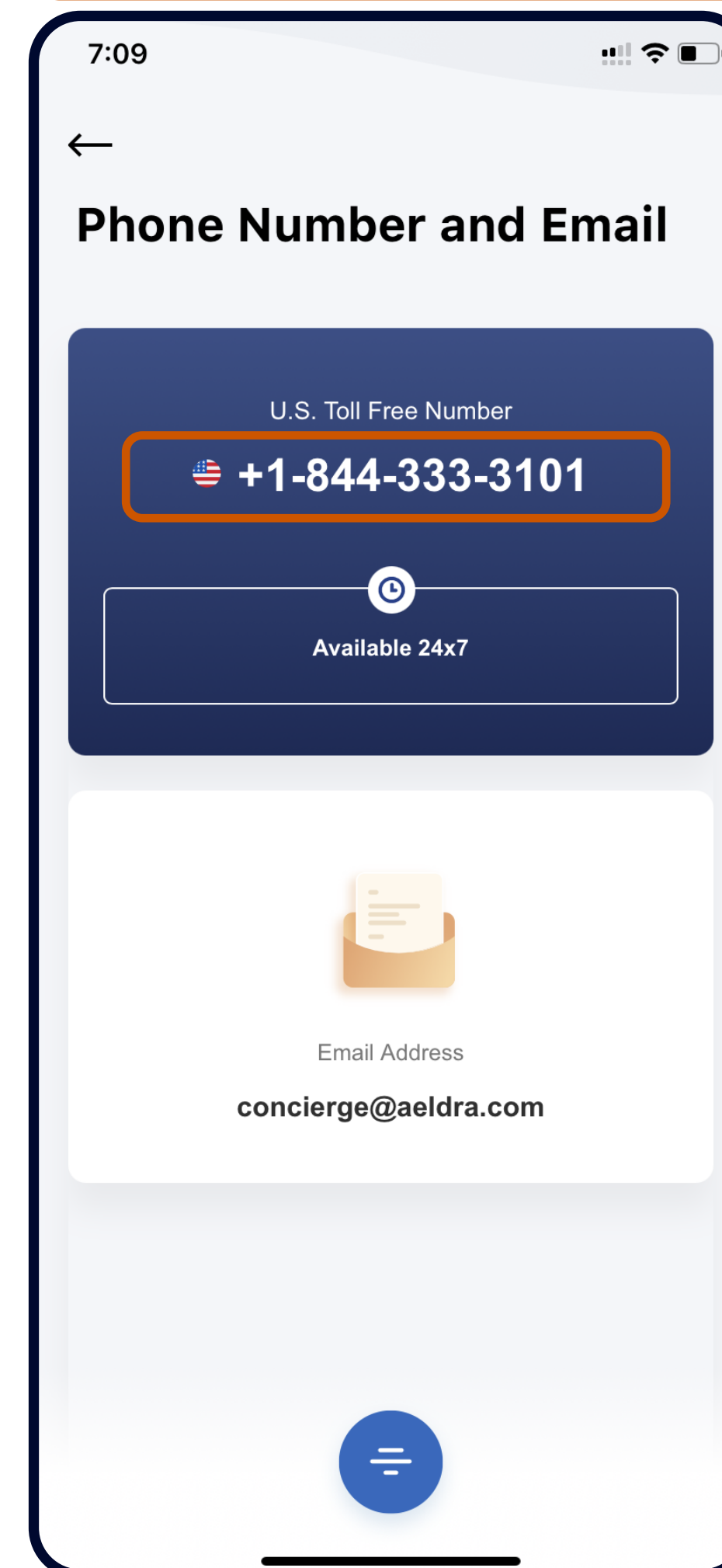
Step 2:

Tap on "Call or Email Us"



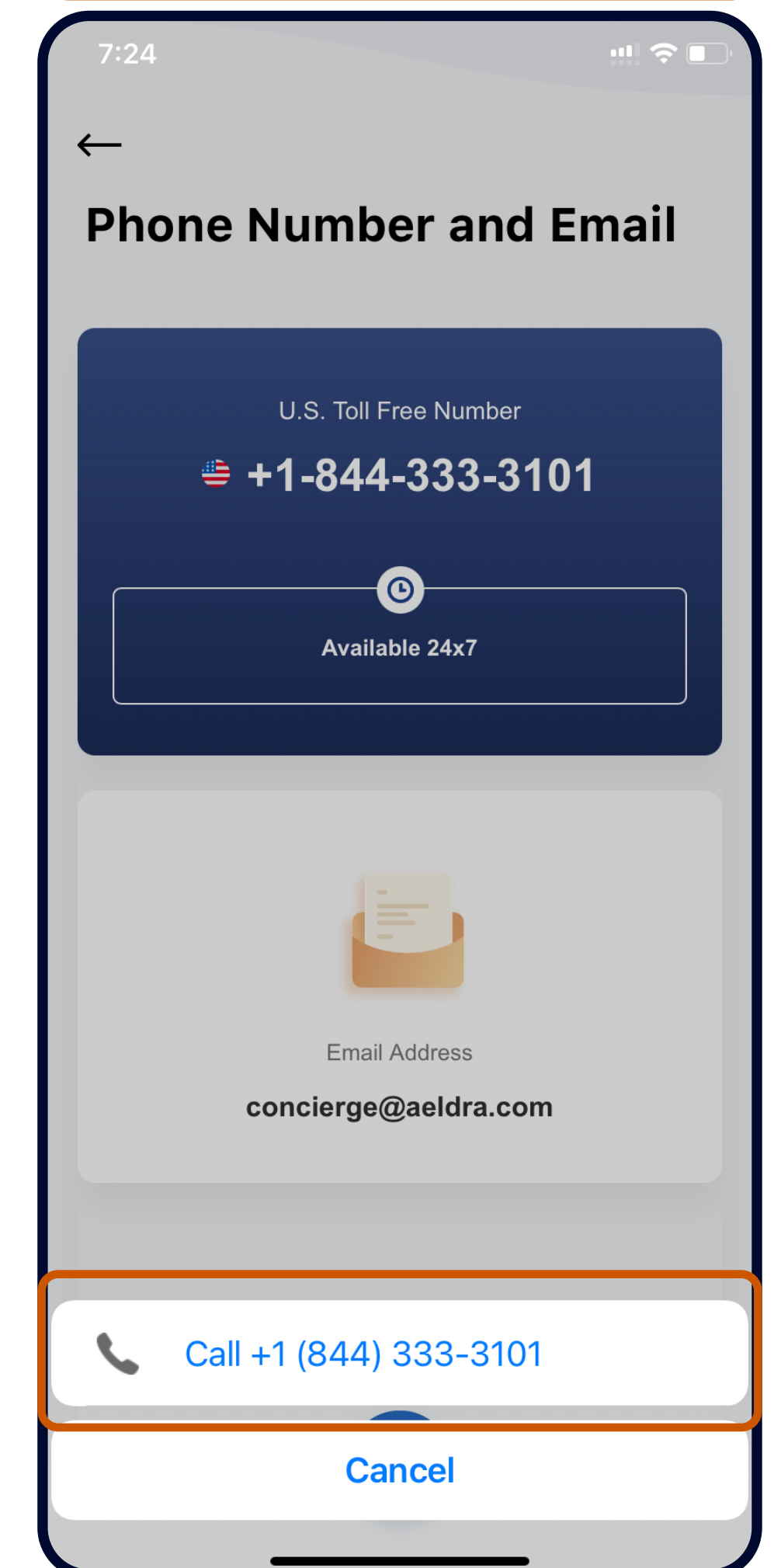
Step 3:

Tap on the phone number



Step 4:

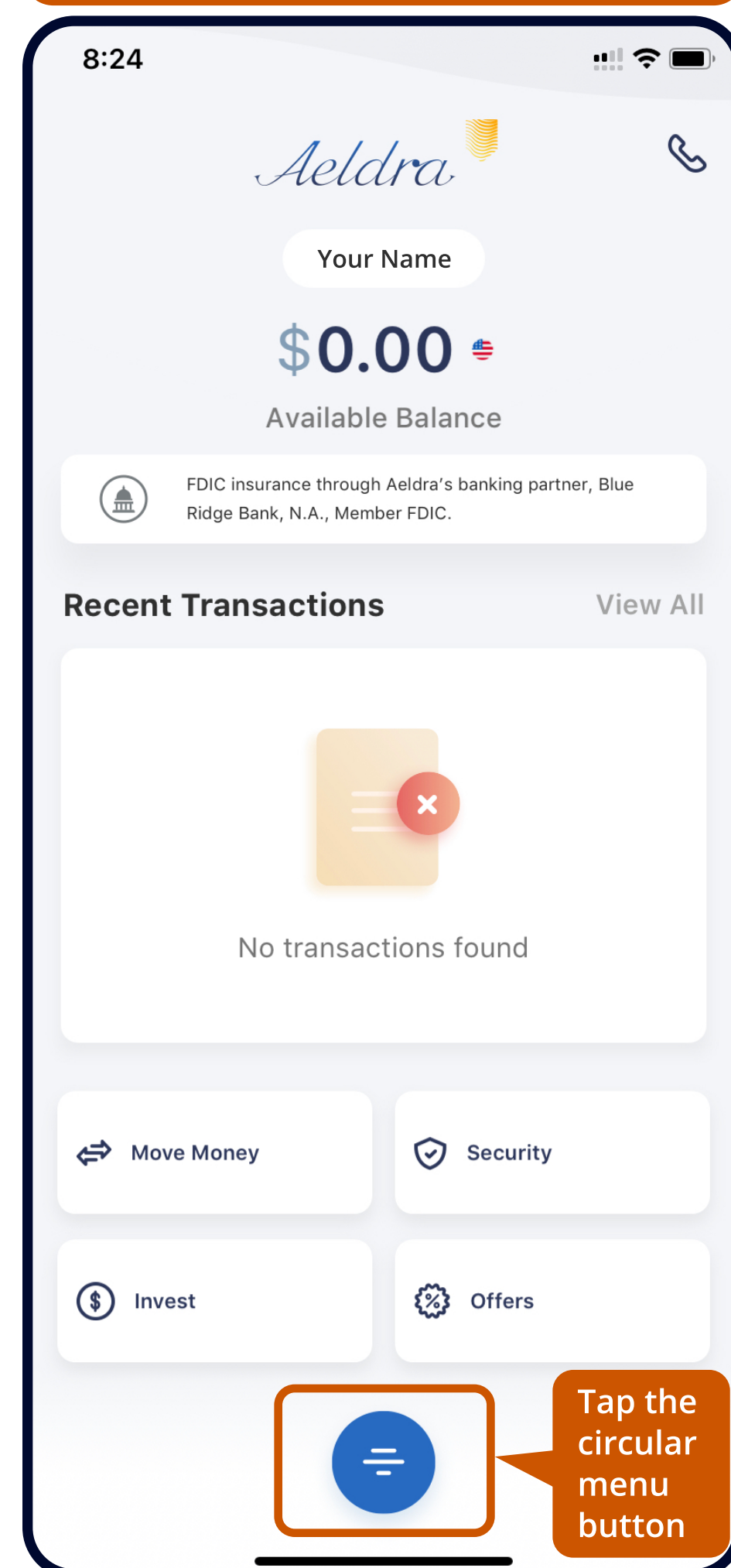
Tap on "Call +1 (844) 333-3101" to call from within the app



HOW DO I FIND MY VIRTUAL DEBIT CARD NUMBER?

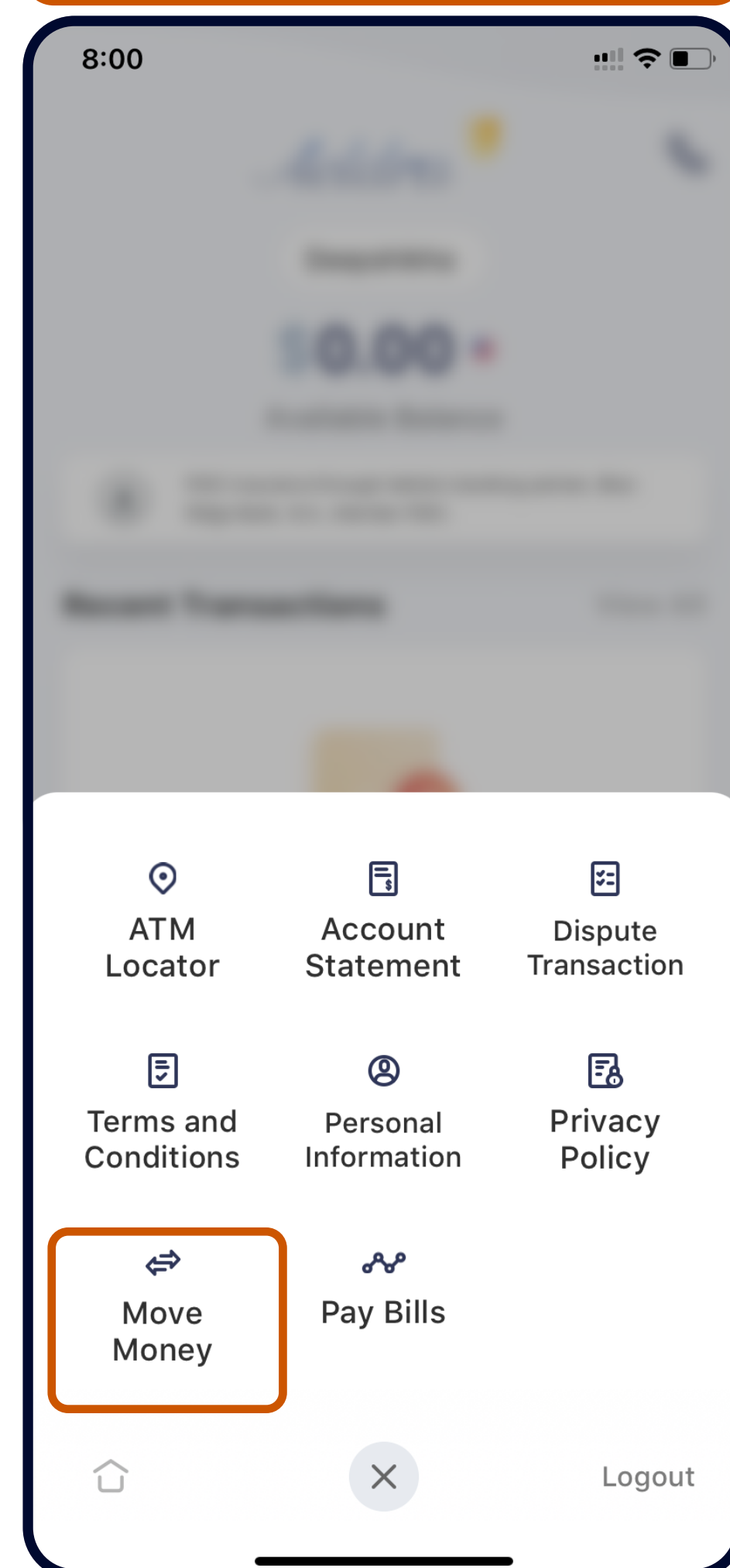
Step 1:

Tap the circular menu button at the bottom of the screen



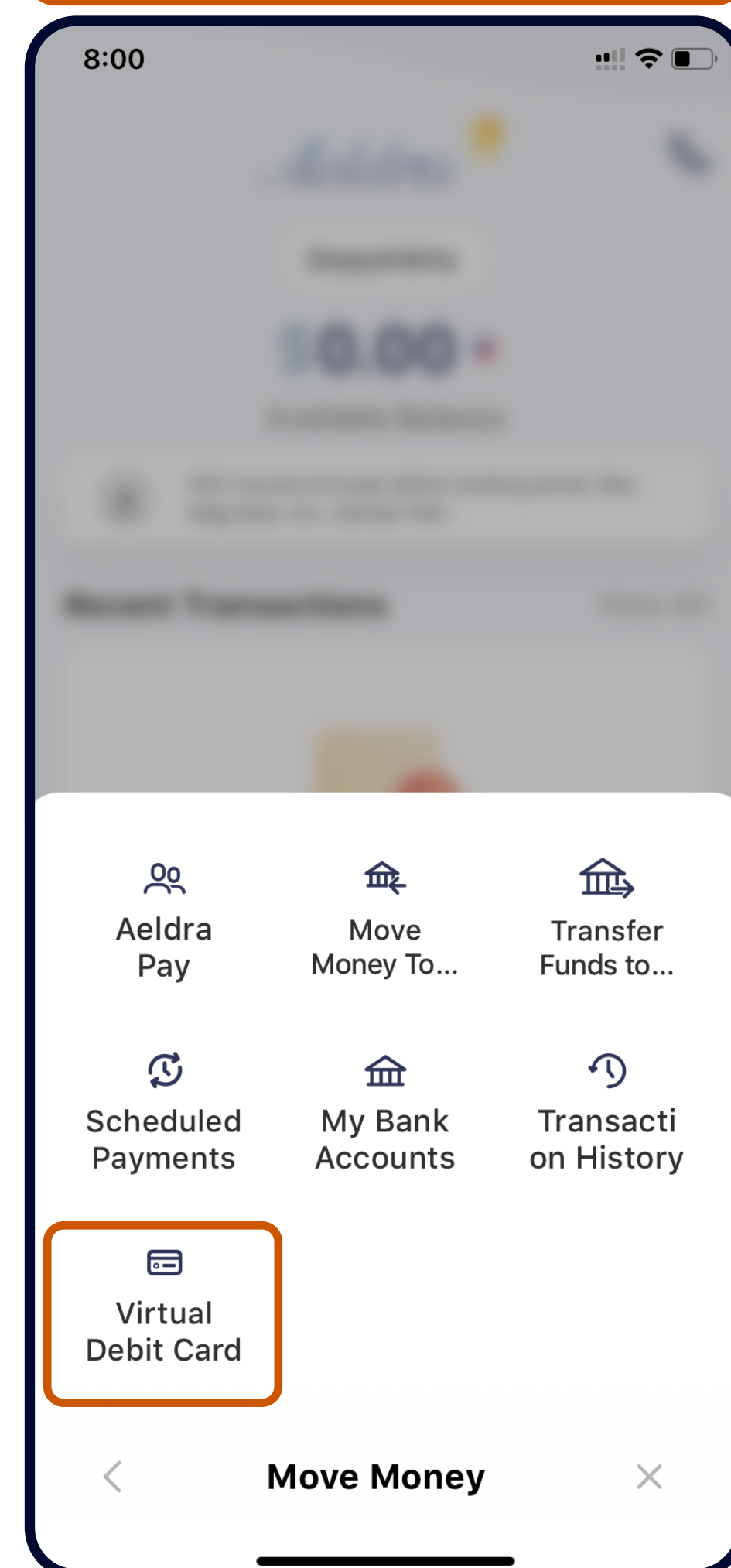
Step 2:

Tap on "Move Money"



Step 3:

Tap on "Virtual Debit Card"



Step 4:

Your Virtual Debit Card details will be on this screen

