Student Account Refunds on your Haven Card

Beginning Fall 2011 semester, Student Accounts implemented a new way for students to receive student account refunds—the “Haven Card” from Higher One. LHU has partnered with Higher One to bring this new method of refund disbursement to campus.

The new “Haven Card” will provide LHU students with increased choice when it comes to receiving their refunds.

What is a student account refund?
A refund is any money that LHU owes you. Common reasons why you may receive a refund include:

- Financial Aid that exceeds charges on the student account
- A decrease in charges that were already paid
- Overpayment

Process
Each registered LHU student will be issued a “Haven Card” that will be sent to the student’s permanent address on file with LHU. Your “Haven Card” is the key to choosing your refund preference. Once you receive your “Haven Card” in the mail, please activate it immediately by logging into Higher One and choosing your refund preference. Please do not throw away your card and be sure to keep it in a safe place as there are fees to replace it. Even if you don’t think you will receive a refund, it is important to activate your refund preference now.

What are my refund options?

- Easy Refund deposit to the OneAccount, a no monthly fee checking account. Refunds are available the day LHU releases them to Higher One.
- Transfer to another existing bank account. Refunds available in 2-3 business days.
- Paper check processed by Higher One and sent to the student’s permanent address on file. Refunds available in 5-7 business days.

To find out the status of your card, go to www.havencard.com and click on the “Where’s my Card” self-help feature.

Each student that has activated their refund preference with Higher One will receive an email when a refund has been issued. Notification by text message is also available by setting “mobile alert” options in the “profile” section of your Higher One account. Additionally, you will be able to see details of your refund by logging in to your Higher One account.

How to make address corrections
To make sure that the correct address is used when your card is sent to you, please confirm your address by logging in to your student account, as you would to register. Once your account is open, click on the biographical tab on the left side of the screen to view your address information. If the
information is incorrect, please go to https://myhaven.lhup.edu/ICS/Registrar/Forms.jnz to access the “Change of Address” form. Please print, complete and return the form to the Registrar’s office at 226 Ulmer.

All changes should be submitted to the Registrar’s office as soon as possible.

Fees to replace your card

The cost to replace a card for an account that has not been activated $10

The cost to replace a card for an account that has been activated $20