Lock Haven University’s Refund Process

Be on the lookout for your Haven Card by Higher One!

Each student that enrolls at Lock Haven University will receive the green envelope as pictured above with a Haven Card inside. This card is how you choose how you will receive any refund that you may get throughout your time at Lock Haven University. Once you have your card, simply view your choices and make your selection at HavenCard.com. It is best to do this even if you think that you won’t have any refunds so that you are covered either way. You will receive one card for your whole time at the University so please be sure to take care of this.

Your choices on how you would like to receive your refund are below.

- Have the money go to the Higher One Haven Card and receive any funds the same business day that LHU releases the money. If you choose the Higher One checking account, the Haven Card can be used to make purchases wherever Debit MasterCard is accepted. It is important to note that the Haven Card is not a Credit Card, but rather a Debit Card backed by the purchasing power of the MasterCard Network. You must have funds available on the card in order for the transaction to process. Please contact Higher One in regards to any fees that may be associated with this card.

- Have the money deposited into another account that you already have and receive any funds in two to three business days from the time LHU releases the money.

- Have a paper check mailed to you and receive the money in five to seven business days from the time LHU releases the money.

You only have to activate and select your refund preference once. However you may change your refund preference at any time by logging into your Higher One account at www.havencard.com.

If you have any questions regarding the refund process, please contact the Student Accounts Office by calling 570-484-2425, emailing stuaccts@lhup.edu, or visiting us at 224A Ulmer.
Lock Haven University Refund Policy Update

Lock Haven University is dedicated to following all state and federal financial aid refund polices and ensuring that students are receiving accurate refunds. In order to both comply with federal regulations and to provide accurate refunds, the University has set up a maximum refund amount of $1000.00 per refund run for the first and second run of each semester.

Refunds will be released once during the first week of classes and twice during the second week of classes as well as once a week thereafter. This will ensure that the correct amount of money is being released to the students. Making changes such as housing, meal plan and course changes effect the billing. This process will allow these changes to go through so that the correct amount is disbursed.

To ensure that you receive your refund in a timely manner, be sure to select a preference through your Haven Card from Higher One. This would have been mailed in a green envelope to your home address.

If you have any questions in regards to refunds, please contact the Student Accounts Office.

Examples:

John Doe has a credit of $3450.00 on his student account when the first refund run is processed. His refund will be processed for $1000.00 on the first day of classes. The next week, as long as he hasn’t made any changes, he will receive another $1000.00 refund and then later in the week he will receive the remaining credit which would be $1450.00. Take note that if any changes are made during this time the refund would be less.

Jane Doe has a credit of $2000.00 on her student account when the first refund run is processed. Her refund will be processed for $1000.00 on the first day of classes. The next week, as long as she hasn’t made any changes, she will receive another $1000.00 refund. Take note that if any changes are made during this time the refund would be less.

Jess Doe has a credit of $600.00 on her student account when the first refund run is processed. Her refund will be processed for $600.00 on the first day of classes.

Lock Haven University
Student Accounts Office
224A Ulmer Hall
570-484-2425
stuaaccts@lhup.edu