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.