REFUND ACKNOWLEDGEMENT GUIDE

Step-by-step instructions for students and parents / guardians

After LSNZ receives your Student Cancellation and Refund Request Form and supporting documents, we open your refund request with **Public Trust**. Before the refund can be paid, Public Trust needs you to review and accept the refund online. This guide shows you how.

1. WHO NEEDS TO COMPLETE IT?

Students under 18: this is for the parent or legal guardian

If the student is **under 18**, the email is sent to the **parent or legal guardian's email address**. The parent or guardian must review the refund and accept it **on behalf of the student**.

- **Student 18 or over:** the email is sent to the student's email address, and the student completes it.

2. BEFORE YOU START

- Look for an email from **no-reply@publictrust.co.nz**. If you cannot find it, check your **junk / spam** folder.
- The email contains a **secure link** and a **One Time Code**.
- Do not reply to this email. The address is not monitored. For help, contact LSNZ.
- Keep your One Time Code private. Do not share it with anyone.

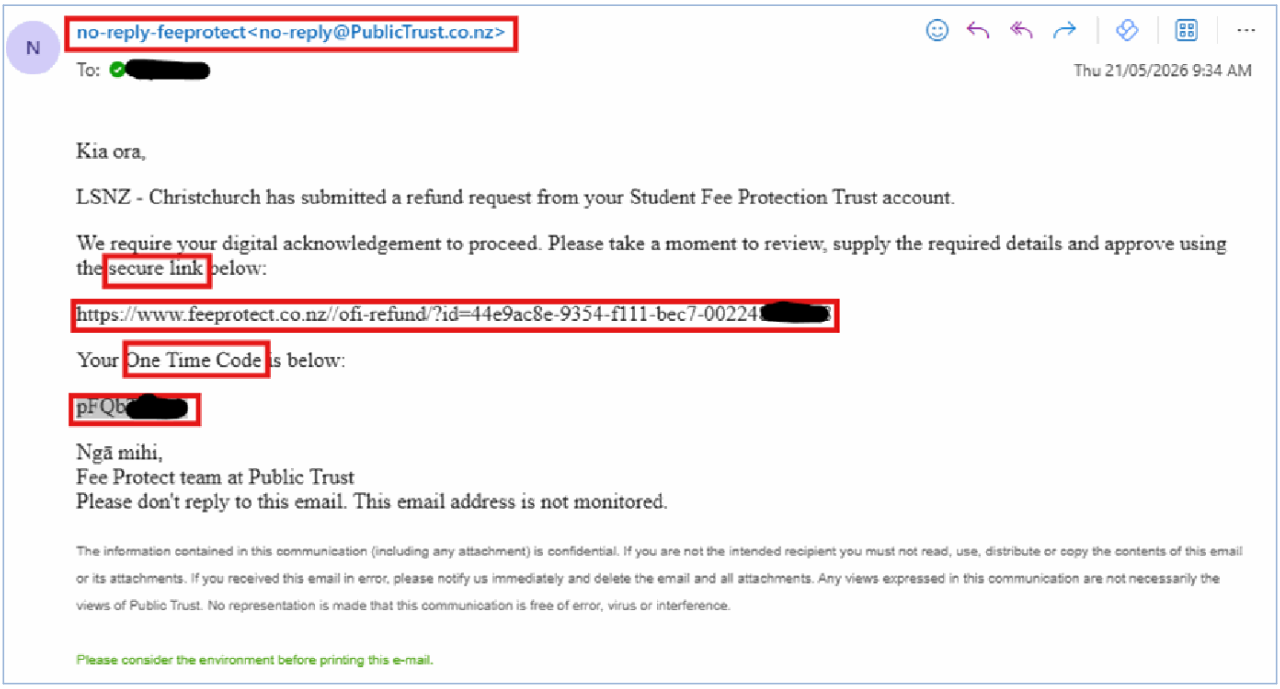
The link expires after 7 days

Please complete the acknowledgement as soon as possible. If the link has expired, contact your LSNZ campus and we will send you a new one. **The refund cannot be processed until the acknowledgement is accepted.**

3. STEP-BY-STEP INSTRUCTIONS

1 Open the email and click the link

Open the email from **no-reply@publictrust.co.nz** and click the **secure link**. The One Time Code is in the same email, just below the link.



no-reply-feeprotect<no-reply@PublicTrust.co.nz>

To: [redacted]

Thu 21/05/2026 9:34 AM

Kia ora,

LSNZ - Christchurch has submitted a refund request from your Student Fee Protection Trust account.

We require your digital acknowledgement to proceed. Please take a moment to review, supply the required details and approve using the secure link below:

https://www.feeprotect.co.nz//ofi-refund/?id=44e9ac8e-9354-f111-bec7-00224[redacted]

Your One Time Code is below:

pFQb[redacted]

Ngā mihi,
Fee Protect team at Public Trust
Please don't reply to this email. This email address is not monitored.

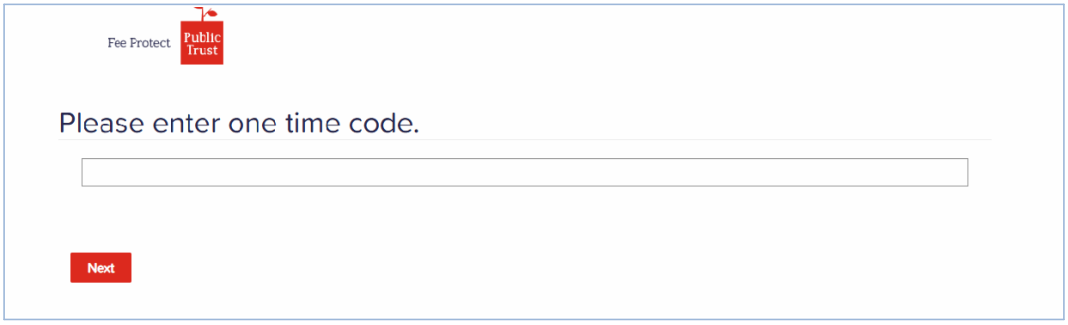
The information contained in this communication (including any attachment) is confidential. If you are not the intended recipient you must not read, use, distribute or copy the contents of this email or its attachments. If you received this email in error, please notify us immediately and delete the email and all attachments. Any views expressed in this communication are not necessarily the views of Public Trust. No representation is made that this communication is free of error, virus or interference.

Please consider the environment before printing this e-mail.

Example email. The link and the One Time Code are highlighted in red.

2 Enter the One Time Code

A Public Trust page opens and asks for your one time code. Copy the code from the email, paste it into the box and click **Next**.



3 Review your refund information

The **Student Refund** page opens. It shows:

- **Withdrawal Details**: the reason for the refund and the date of withdrawal
- **Refund Payment Breakdown**: the amounts refunded to you (or a third party) and to the provider
- **Provider Information**: LSNZ campus and reference number
- **Student Information**: your name and Public Trust reference number
- **Bank Account Details**: the account the refund will be paid into

Fee Protect Public Trust

Student Refund

Withdrawal Details	
Refund Reason	[redacted]
Date of Withdrawal	04/05/2026

Refund Payment Breakdown

Student/3rd Party – Total: [redacted]				
Tuition Fees	Insurance	Accommodation	Living Expenses	Overpayment
$[redacted]00	$0.00	$0.00	$0.00	$0.00

Provider – Total: $575.00				
Tuition Fees	Insurance	Accommodation	Living Expenses	Overpayment
$[redacted]0	$0.00	$0.00	$0.00	$0.00

Provider Information	
Provider Name:	LSNZ - Christchurch
Provider Trust Reference Number	[redacted]

Student Information	
Name	[redacted]
Public Trust Student Reference Number	[redacted]

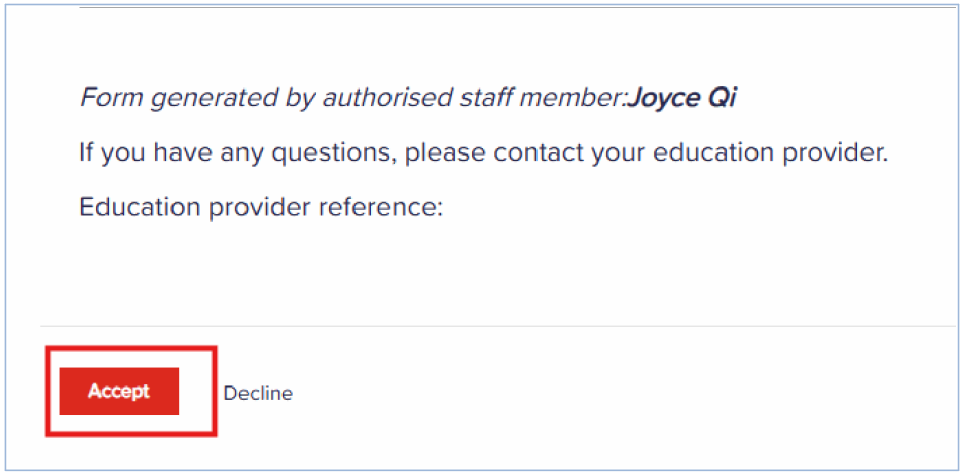
4 Check that everything is correct

Read all the details carefully. Pay special attention to the **refund amounts** and the **bank account details**, as the refund will be paid into that account.

> If anything is **incorrect**, do not click **Accept**. Contact your LSNZ campus first and we will correct it and send you a new link.

5 Click “Accept”

If all the information is correct, click the red **Accept** button at the bottom of the page.



What happens next?

LSNZ receives your confirmation and submits the documents to Public Trust. If everything is correct and nothing else is needed, the refund is processed within up to **2 weeks**. Refunds are paid only by bank transfer.

4. NEED HELP?

If you did not receive the email, the link has expired, or the details are wrong, please contact the Admissions Team of your campus:

Queenstown campus admissions@lsnz.co.nz	**Christchurch campus** enrol@lsnz.co.nz