

Latest service arrangements of Working Family and Student Financial Assistance Agency

The following is issued on behalf of the Working Family and Student Financial Assistance Agency:

In light of the special work arrangements for government employees and the latest epidemic situation, the offices of the Working Family and Student Financial Assistance Agency (WFSFAA), including those at the Student Finance Office (SFO) and the Working Family Allowance Office (WFAO), will suspend counter services from tomorrow (December 9) until further notice. Appointments for counter services and interviews scheduled will also be cancelled.

Applicants for student finance schemes, the Working Family Allowance Scheme and the Individual-based Work Incentive Transport Subsidy Scheme may continue to submit their applications by post, online or through the drop-in boxes at the SFO and the WFAO.

Members of the public may contact the WFSFAA for enquiries through the following channels:

1. Student Finance Office: Email (wg_sfo@wfsfaa.gov.hk); general hotline (2802 2345); cheque payment collection hotline (2150 6220); and
2. Working Family Allowance Office: Email (enquiry_wfao@wfsfaa.gov.hk); hotline (2558 3000).