

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 Government's announcement on the gradual resumption of public services, the service counters of the Working Family and Student Financial Assistance Agency (WFSFAA) will resume normal service hours starting from March 2.

The service counters of the Student Finance Office (SFO) will be open from Monday to Friday from 8.45am to 1pm and 2pm to 5.45pm. To avoid crowding in the waiting areas at any one time and to shorten queuing times, applicants for loan applications are encouraged to make prior bookings through the online system of the SFO.

The service counters of the Working Family Allowance Office (WFAO) at Hoi Bun Road, Kwun Tong, and its Caring and Sharing Scheme Division at Pioneer Centre, Mong Kok, will be open from 9am to 6pm from Monday to Friday.

Members of the public may also submit their applications by post, online or through the drop-in boxes at the SFO and the WFAO.

For enquiries, please contact the WFSFAA through the following channels:

1. Student Finance Office: email (wg_sfo@wfsfaa.gov.hk); general hotline (2802 2345); cheque payment collection hotline (2150 6220);
2. Working Family Allowance Office: email (enquiry_wfao@wfsfaa.gov.hk); hotline (2558 3000); and
3. Caring and Sharing Scheme Division: email (careandshare@wfsfaa.gov.hk); hotline (3897 1088).