

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 phased resumption of public services, the service counters of the Working Family and Student Financial Assistance Agency (WFSFAA) will resume normal service in phases starting from May 4.

The service counters of the Student Finance Office (SF0) at Cheung Sha Wan Government Offices as well as Trade and Industry Tower will be open from Monday to Friday from 8.45am to 1pm and from 2pm to 5.45pm. Under the first phase of public service resumption, services would be provided only to applicants for student financial assistance who have made prior bookings through the online system of the SF0.

The service counters of the Working Family Allowance Office (WFAO) at Hoi Bun Road, Kwun Tong, will be open from Monday to Friday from 9am to 6pm.

Members of the public are encouraged to submit their applications by post, online or through the drop-in boxes at the SF0 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); and
2. Working Family Allowance Office:
 - Working Family Allowance Scheme and Individual-based Work Incentive Transport Subsidy Scheme: Email (enquiry_wfao@wfsfaa.gov.hk); hotline (2558 3000); and
 - Caring and Sharing Scheme: Email (careandshare@wfsfaa.gov.hk); hotline (3897 1088).