

Latest service arrangements of Working Family and Student Financial Assistance Agency

In light of the Government's announcement on the gradual resumption of basic public services, the Working Family and Student Financial Assistance Agency (WFSFAA) will adjust its service arrangements from August 24 until further notice.

The service counters of the Student Finance Office (SFO) at Cheung Sha Wan Government Offices as well as Trade and Industry Tower will be open from 10am to 1pm and 2pm to 4pm on Monday, Wednesday and Friday to receive applications for loans under student finance schemes from those who have made prior bookings through the online system of the SFO. Approved applicants for student loans who have been notified by the SFO may also collect their cheque payments at the service counters at Cheung Sha Wan Government Offices.

The service counters of the Working Family Allowance Office (WFAO) at Hoi Bun Road, Kwun Tong, will be open from 10am to 4pm on Monday, Wednesday and Friday.

Applicants for student finance schemes, the Working Family Allowance Scheme and the Individual-based Work Incentive Transport Subsidy Scheme are encouraged to submit their applications by post, online or through the drop-in boxes at the SFO and the WFAO. Due to the adjusted service arrangements, the processing of applications may take a longer time. The WFAO will exercise discretion in handling the Working Family Allowance applications and Individual-based Work Incentive Transport Subsidy applications received after the application deadline on August 31.

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);
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).