

# Latest service arrangements of Working Family and Student Financial Assistance Agency

In light of the Government's announcement on the special work arrangements for government employees and the latest epidemic situation, the Working Family and Student Financial Assistance Agency (WFSFAA) will adjust the service arrangements from tomorrow (December 2) until further notice.

The operating hours of the service counters of the Student Finance Office (SFO) at the Cheung Sha Wan Government Offices as well as the Trade and Industry Tower will remain unchanged from 8.45am to 1pm and 2pm to 5.45pm (Monday to Friday), but the counters will only receive applications for loans under student finance schemes from those who have made prior bookings through the SFO's online system. Approved applicants for student loans who have been notified by the SFO may also collect their cheque payments at the service counters at the Cheung Sha Wan Government Offices.

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

To reduce the flow of people and social contact, the WFSFAA appeals to applicants for student finance schemes, the Working Family Allowance Scheme and the Individual-based Work Incentive Transport Subsidy Scheme 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](mailto: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](mailto:enquiry_wfao@wfsfaa.gov.hk)); hotline (2558 3000).