

Latest service arrangements of Working Family and Student Financial Assistance Agency

In light of the Government's announcement on the extended special work arrangements for government employees and the latest developments of novel coronavirus infection, the offices of the Working Family and Student Financial Assistance Agency (WFSFAA), including those at the Student Finance Office (SFO), the Working Family Allowance Office (WFAO) and its Caring and Sharing Scheme Division, will adjust the service arrangements from February 10 to February 16. All the service counters will be temporarily closed during the above period. 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 submit their applications by post, online or through the drop-in boxes at the SFO and the WFAO. Due to the special work 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 January 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: Email (enquiry_wfao@wfsfaa.gov.hk); hotline (2558 3000); and

3. Caring and Sharing Scheme Division: Email (careandshare@wfsfaa.gov.hk); hotline (3897 1088).