

Working Family Allowance Office enhances online services

The Working Family Allowance Office (WFAO) of the Working Family and Student Financial Assistance Agency today (December 29) launched its phase-two enhancement to the e-submission service of the Working Family Allowance (WFA) and a new Online Counter Appointment System (OCAS) to provide greater convenience for WFA applicants.

Enhanced e-submission service of WFA

The WFAO has enhanced the e-submission service earlier to assist WFA applicants. After registration with an "iAM Smart" account, WFA recipients are now able to use e-prefilled forms prepared for them to submit new applications. Applicants may also check their submitted applications online and the contact details of the case officers responsible for handling their applications. Applicants who have upgraded to "iAM Smart+" accounts can also digitally sign and submit their applications online.

As for the new functions of this phase-two enhancement, they include allowing applicants to withdraw the applications submitted, changing the personal information submitted, and applying for review/appeal online through "iAM Smart". Applicants may also check messages related to their applications and download notifications of their application results anytime.

Members of the public may visit the website at eservices.wfsfaa.gov.hk/wfa/en to find out more about the e-submission service of the WFA and submit applications.

Online Counter Appointment System

The WFAO launched the new OCAS (eservices.wfsfaa.gov.hk/ocas/en) at the same time to allow members of the public in need to make online bookings for its counter enquiry services at its Kwun Tong office, and request for the arrangement of necessary interpretation services during their visits.

For details of the new services, please call the WFAO's hotline (2558 3000) or visit its website (www.wfsfaa.gov.hk/wfao).