

# Working Family and Student Financial Assistance Agency to resume normal public services

The following is issued on behalf of the Working Family and Student Financial Assistance Agency:

In light of the Government's announcement on the full resumption of normal public services from February 18, the service counters of the Working Family and Student Financial Assistance Agency (WFSFAA) will resume normal service hours on the same day.

The service counters of the Student Finance Office (SFO) will be open from Monday to Friday from 8.45am to 1pm and from 2pm to 5.45pm. The service counters of the Working Family Allowance Office (WFAO) will also be open from 9am to 6pm from Monday to Friday.

To reduce the flow of people and social contact, the WFSFAA continued to appeal 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. Applicants for student loans are encouraged to make prior bookings through the online system of the SFO. Persons who visit the offices of the WFSFAA should wear surgical masks at all times, and comply with its infection control measures including temperature checks, using the "LeaveHomeSafe" mobile app and crowd control arrangements.

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).