

Latest service arrangements of Working Family and Student Financial Assistance Agency

The following is issued on behalf of the 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 development of the epidemic, the offices of the Working Family and Student Financial Assistance Agency (WFSFAA), including those at the Student Finance Office (SFO) and the Working Family Allowance Office (WFAO), will continue to suspend counter services from July 27 until further notice. 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 are encouraged to 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 July 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).