

Service arrangements of Working Family and Student Financial Assistance Agency

In light of the extended special work arrangements for government employees and the latest developments of the 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 (CSS) Division, will provide limited services to the public starting from February 3 (Monday) until further notice.

The service counters of the SFO at Cheung Sha Wan Government Offices as well as the Trade and Industry Tower will be open from 8.45am to 5.45pm (Monday to Friday) to receive applications for loans under student finance schemes from those who have made prior bookings through the online system of the SFO. Approved applicants for student loans who have been notified by the SFO may also collect their cheque payments at the service counter at the Cheung Sha Wan Government Offices.

As regards the Working Family Allowance Scheme and Individual-based Work Incentive Transport Subsidy Scheme, applicants can submit their applications by post, online or through the drop-in boxes at the WFAO and the SFO. The service counters of the WFAO in Kwun Tong and the CSS Division in Mong Kok will remain closed.

Members of the public may contact the WFSFAA for enquiries through the following channels:

1. Student Finance Office: Email (wg_sfo@wfsfaa.gov.hk); hotline (2802 2345);
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).