



在職家庭及學生資助事務處

學生資助處

Working Family and Student Financial Assistance Agency
Student Finance Office

Implementation of new counter service arrangements by the Student Finance Office (SFO)

Starting from 1 July 2021, the service counters of the SFO on 4/F, Trade and Industry Tower have ceased operation, and the counters on 11/F, Cheung Sha Wan Government Offices provide the following services -

- (i) general enquiry services;
- (ii) interviews with applicants/indemnifiers who **have been invited by the SFO and made prior online appointments** on matters related to their loan applications under the following schemes;
 - Tertiary Student Finance Scheme – Publicly-funded Programmes (TSFS)
 - Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT)
 - Financial Assistance Scheme for Post-secondary Students (FASP)
 - Non-means-tested Loan Scheme for Post-secondary Students (NLSPS)
 - Extended Non-means-tested Loan Scheme (ENLS)
- (iii) collection of cheques under the ENLS (Note: Applicants are **required to make prior online appointments** with effect from 1 August); and
- (iv) submission of loan applications / supporting documents under the ENLS for the 2020/21 academic year (Application deadline: 31 July).

Under the new arrangements, applicants who wish to apply for / accept the loan(s) under the TSFS/NLSFT/FASP/NLSPS/ENLS for the 2021/22 academic year are required to submit relevant documents by the following means on or before the specified deadline. **Applicants are not required to submit documents to the SFO counters in person.**

Documents	“SFO E-link – My Applications” online platform	By mail*	Drop-in boxes (Address: 11/F or G/F, Cheung Sha Wan Government Offices)
Loan / supporting documents under the TSFS/ NLSFT/ FASP/ NLSPS/ ENLS	-	✓	✓
ENLS application forms	✓	✓	✓

For enquiries, please contact us at email <wg_sfo@wfsfaa.gov.hk> or general hotline (2802 2345) / cheque payment collection hotline (2150 6220).

*The mailing addresses of respective schemes are as follows -

Submission of loan / supporting documents under the TSFS/NLSFT/FASP/NLSPS	Submission of application forms and loan / supporting documents under the ENLS
Counter Service Unit Student Finance Office Working Family and Student Financial Assistance Agency 11/F, Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road, Kowloon	Extended Non-means-tested Loan Scheme (Application Processing Unit) Student Finance Office Working Family and Student Financial Assistance Agency 11/F, Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road, Kowloon