

Working Family Allowance Office (WFAO) Online Counter Appointment System (OCAS)

The OCAS of the WFAO offers the following **services**:

Make Appointment

Enquire about
Appointment

Amend/Cancel
Appointment

The **benefits** of using the OCAS of the WFAO are:

- ✓ **Reducing waiting time:** Counter staff will handle enquiry at the appointment time.
- ✓ **24-hour service:** Can make, enquire, amend and cancel the appointment date and time anytime and anywhere, and receive confirmation SMS immediately.
- ✓ **Appointment reminder:** Those who made appointment will receive reminder SMS 24 hours before the appointment time.
- ✓ **Telephone interpretation service:** People of diverse race can indicate their need for telephone interpretation service on the system for the WFAO to arrange the interpretation service subject to its availability.

Address of the WFAO service counter:
9/F, 181 Hoi Bun Road, Kwun Tong, Kowloon

To use the OCAS of the WFAO, please:

1. Go to the following website; or
<https://eservices.wfsfaa.gov.hk/ocas/en>
2. Scan the QR code on the right hand side



For details of the OCAS, please call the WFAO hotline at 2558 3000.

*Note: This service is not for making appointment with the case officer.
If applicants would like to do so, please call to make appointment.*