

“SFO E-link” “My Options - Commencement of Loan Repayment” Procedural Guide

This set of procedural guide provides procedures on how to submit repayment option(s) to repay the student loan(s) in “**My Options - Commencement of Loan Repayment**” at “**SFO E-link**”. If you have any enquiry, please contact this Office by email to e-link_sfo@wfsfaa.gov.hk.

Pre-requisite Requirement

25-Digit Personal Code in the “Options for Commencement of Loan Repayment Letter”

“Options for Commencement of Loan Repayment Letter” will be issued to you upon your completion, withdrawal of study or active request of loan repayment. A unique 25-digit personal code is provided in the letter.

<p style="text-align: center;">在職家庭及學生資助事務處 學生資助處 九龍長沙灣道三〇三號 長沙灣政府合署十一樓</p> <p><Name of Student> <Address></p>		<p style="text-align: center;">WORKING FAMILY AND STUDENT FINANCIAL ASSISTANCE AGENCY STUDENT FINANCE OFFICE</p> <p style="text-align: center;">11/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon</p> <table style="width: 100%;"><tr><td>本處檔號</td><td>OUR REF.:</td><td></td></tr><tr><td>來函檔號</td><td>YOUR REF.:</td><td></td></tr><tr><td>電 話</td><td>TEL NO.:</td><td>2155 8126 / 2150 6247</td></tr><tr><td>傳 真</td><td>FAX NO.:</td><td>2111 9150</td></tr><tr><td>電 郵</td><td>EMAIL:</td><td>csu_sfo@wfsfaa.gov.hk</td></tr></table>	本處檔號	OUR REF.:		來函檔號	YOUR REF.:		電 話	TEL NO.:	2155 8126 / 2150 6247	傳 真	FAX NO.:	2111 9150	電 郵	EMAIL:	csu_sfo@wfsfaa.gov.hk
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Please register for “SFO E-link – My Bills” service for receiving electronic demand notes and making online repayment.*																	
<p>Dear Sir/Madam, <Issue Date></p> <p style="text-align: center;"><u>Options for Commencement of Loan Repayment under the Extended Non-means-tested Loan Scheme (ENLS)</u></p> <p><i>Educational Institution</i> : <Educational Institution> <i>Course Name</i> : <Course Name> <i>Loan Reference No.</i> : <Loan Reference No.> (Amount: \$ <Outstanding Principal>)</p> <p>In view that you are due to commence loan repayment on 1 October 2017 upon your completion of study, please use this 25-digit personal code “123456-1234567-1234567-12345” to login My Options - Commencement of Loan Repayment at SFO E-link (http://e-link.wfsfaa.gov.hk) and submit the following repayment options by 16 August 2017 -</p> <p>(A) <u>Early Lump Sum Repayment</u> 25-digit Personal Code</p> <p>If you opt to repay your loan by lump sum, an early lump sum repayment demand note will be posted to you within 14 days, if not, please contact this Office at 2150 6211 or 2150 6212 or it will be assumed that you have received the demand note concerned. Normally you have to settle the demand note in full within 14 days after its issue date. Interest will accrue up to the day preceding the date of your request.</p> <p>(B) <u>Extension of the Standard Repayment Period from 10 years to a maximum of 15 years</u></p> <p>An improvement measure for loan repayment was introduced in 2012. The student loan borrowers (“borrowers”) can extend the repayment period from 10 years to a maximum of 15 years. You are now required to indicate your preferred repayment period, ranging from 1 to 15 years. Please note that you need to bear higher total interest and risk of interest fluctuation if you opt for longer repayment period. You can estimate the repayment amount under different repayment periods by using the Repayment Calculator at SFO E-link. Attached is the repayment schedule of opting for 15 years of repayment for your reference.</p> <p>(C) <u>Commencement Date of Repayment</u></p>																	

Registration Procedures

Login to “**SFO E-link**” (<http://e-link.wfsfaa.gov.hk>) and click “**My Options - Commencement of Loan Repayment**”

First Time Login to My Bills? Please refer to the [registration guidelines \(in Adobe PDF file\)](#). Your registration process will be completed within 3 working days.

(A) Student Loan Applicant (Starting from the 2015/16 Academic Year)

Starting from the 2015/16 Academic Year, if you would like to accept the loan offered/apply for the loan, you are required to register for **SFO E-link My Bills** service by following the instruction on the notification of result of Tertiary Student Finance Scheme – Publicly-funded Tertiary Programmes (TSFS), Financial Assistance Scheme for Post-secondary Students (FASP), Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT) and Non-means-tested Loan Scheme for Post-secondary Students (NLSPS) or the acknowledgement of Extended Non-means-tested Loan Scheme (ENLS) application issued to you.

Please print the acknowledgement of receipt/confirmation message as the proof of successful registration and submit it together with the loan documents and other documentary evidence to the Student Finance Office (SFO) for processing of your loan application.

(B) Registration for Receiving Electronic Demand Notes of Student Loans for Graduates

For graduates, SFO will issue monthly demand notes to you in electronic form through the **SFO E-link My Bills** service. No postal demand notes will be sent to you. You are required to create an account with MyGovHK and then register with **SFO E-link My Bills** service to view, print and download the monthly demand notes. Please read the [Points to Note](#) for details.

Please note that if you have other existing repaying loan accounts with SFO which are repaying on quarterly basis, monthly demand note repayment is not applicable to you until further notice.

Please also refer to the [how to use My Bills](#) guide for viewing Demand Note and repaying loan account information in **My Bills** Service.

(C) Existing Quarterly Demand Note Loan Repayer

For Existing Quarterly Demand Note Loan Repayer, you could receive quarterly electronic demand notes by using **My Bills** Service at **SFO E-link**. To be environmentally friendly, SFO will stop sending you postal demand notes after your successful registration of **My Bills** service. The registration is irrevocable and you are unable to request for postal demand notes after the registration. Please read the [Points to Note](#) for details.

Please also refer to the [how to use My Bills](#) guide for viewing Demand Note and repaying loan account information in **My Bills** Service.

[Register My Bills Service](#)

List of Services

- My Applications
- My Bills
- My Loan Information
- My Application Status
- **My Options - Commencement of Loan Repayment** ←
- Financial Calculators
- Partial/Lump Sum Repayment Request
- Deferment of Loan Repayment Application

Step 1: Input 25-Digit Personal Code

- (1) Input the 25-digit personal code stated in the “*Options for Commencement of Loan Repayment Letter*”.
- (2) Click “**Next**” to proceed.

My Applications → **Step 1** **Input 25-digit personal code** (Field(s) with * is/are mandatory)

My Bills → Please input 25-digit personal code provided in the letter of Commencement of Loan Repayment. - - -

My Loan Information → [\(Sample of Commencement of Loan Repayment Letter\)](#)

My Application Status → [Procedural Guide \(in Adobe PDF file\)](#)

My Options - Commencement of Loan Repayment → [Next](#)

Step 2: Opt for Early Lump Sum Repayment of Loan or Repayment by Instalments

- (1) You can select either “**Option 1: Early Lump Sum Repayment of Loan**” or “**Option 2: Repayment by Instalments**”.
- (2) If you select “**Option 2: Repayment by Instalments**”, you are required to select the “**Repayment Frequency**” (if applicable), “**Repayment Commencement Date**” (if applicable) and “**Repayment Period**”.

Step 2 Opt for Repayment by Lump Sum or by Quarterly/Monthly Instalments
(Field(s) with * is/are mandatory)

Please select either OPTION 1 or OPTION 2: *

<input type="radio"/> Option 1:	Early Lump Sum Repayment of Loan¹										
<input checked="" type="radio"/> Option 2:	Repayment by quarterly/monthly instalments <i>(Please choose a Repayment Frequency AND Repayment Commencement Date AND a Repayment Period)</i> Repayment Frequency: (please select one of the below <input type="radio"/>) <input type="radio"/> Repayment by quarterly instalments <input type="radio"/> Repayment by monthly instalments Repayment Commencement Date: (please select one of the below <input type="radio"/>) <input type="radio"/> 01 October 2017 <input type="radio"/> 01 October 2018 Repayment Period (please select one of the below <input type="radio"/>) <table><tr><td>By Quarterly Instalments:</td><td>By Monthly Instalments:</td></tr><tr><td><input type="radio"/> 5 years (20 quarterly instalments)</td><td><input type="radio"/> 5 years (60 monthly instalments)</td></tr><tr><td><input type="radio"/> 10 years (40 quarterly instalments)</td><td>or <input type="radio"/> 10 years (120 monthly instalments)</td></tr><tr><td><input type="radio"/> 15 years (60 quarterly instalments)</td><td><input type="radio"/> 15 years (180 monthly instalments)</td></tr><tr><td><input type="radio"/> Other Repayment Period</td><td><input type="radio"/> Other Repayment Period</td></tr></table>	By Quarterly Instalments:	By Monthly Instalments:	<input type="radio"/> 5 years (20 quarterly instalments)	<input type="radio"/> 5 years (60 monthly instalments)	<input type="radio"/> 10 years (40 quarterly instalments)	or <input type="radio"/> 10 years (120 monthly instalments)	<input type="radio"/> 15 years (60 quarterly instalments)	<input type="radio"/> 15 years (180 monthly instalments)	<input type="radio"/> Other Repayment Period	<input type="radio"/> Other Repayment Period
By Quarterly Instalments:	By Monthly Instalments:										
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<input type="radio"/> 10 years (40 quarterly instalments)	or <input type="radio"/> 10 years (120 monthly instalments)										
<input type="radio"/> 15 years (60 quarterly instalments)	<input type="radio"/> 15 years (180 monthly instalments)										
<input type="radio"/> Other Repayment Period	<input type="radio"/> Other Repayment Period										

Notes

- (1) If you opt to repay your loan by lump sum, an early lump sum repayment demand note will be posted to you within 14 days, if not, please contact Student Loan Unit (NLS) at 2150 6211 or 2150 6212 or it will be assumed that you have received the demand note concerned. Normally you have to settle the demand note in full within 14 days after its issue date.
- (2) Quarterly/Monthly instalments shall not be lower than HK\$100 per quarter/month.
- (3) You can make use of the repayment calculator at SFO E-link for a rough estimation of repayment. Please note that the calculation is for your reference only and may vary from actual repayment schedule.
- (4) The annual administrative fee for the coming academic year is payable on 1 December each year. If there is any unsettled balance under the loan account on or after 1 December, the administrative fee for the coming academic year will be chargeable and will be demanded in the demand note with due date falling on 1 January next year.
- (5) If you have difficulties to repay your loan after receiving the 1st quarterly/monthly repayment demand note due to further study on full-time courses, financial hardship or serious illness, you may apply for deferment of loan repayment. Application form should be submitted with documentary evidence to this Office before the due date of the instalment under application. Applications will be considered on individual merits. If you wish to apply for deferment of loan repayment on the grounds of financial hardship or serious illness, you are required to extend the standard repayment period of your loan to 15 years before your application is being processed.
- (6) For enquiries on commencement of loan repayment, please contact our Activation Unit at 2150 6247 or 2155 8126.
- (7) For enquiries on repayment matters or early lump sum/partial repayment, please contact Student Loan Unit (NLS) at 2150 6211 or 2150 6212.

Next

Step 3: Acknowledgement

If you select “Option 1: Early Lump Sum Repayment of Loan”

- (1) You are required to fill in your personal particulars.
- (2) You are required to tick the box “*I acknowledge the above lump sum repayment arrangement and undertake to settle my loan with interest and administrative fee accrued up to the day before the receipt date of this online request.*” after reading the lump sum repayment arrangement.
- (3) Click “**Next**” to proceed or click “**Back**” to change your option(s).

Step 3 Provision of personal information and acknowledgement of the charging arrangement of lump sum repayment (Field(s) with * is/are mandatory)

Full Name in English *

Day Time Contact Phone Number *

Email Contact

Correspondence Address *

Arrangement under Early Lump Sum Repayment of Loan

(1) Interest will accrue up to the day preceding the date of your request.
(2) The early lump sum repayment demand note will be posted to your correspondence address within 14 days, if not, please contact Student Loan Unit (NLS) at 2150 6211 or 2150 6212 or it will be assumed that you have received the demand note concerned.
(3) Normally you have to settle the demand note in full within 14 days after its issue date.

I acknowledge the above lump sum repayment arrangement and undertake to settle my loan with interest and administrative fee accrued up to the day before the receipt date of this online request.

If you select “Option 2: Repayment by Instalments”

- (1) You are required to tick the box under “*Acknowledgement*”.
- (2) Click “**Next**” to proceed or click “**Back**” to change your option(s).

Step 3 Confirm Terms and Conditions

Acknowledgment

I acknowledge and undertake to repay the loan, administration fee and accrued interest until they are repaid in full.

Step 4: Confirm and Review

If you select “Option 1: Early Lump Sum Repayment of Loan”

- (1) You are required to check the personal particulars and repayment option(s) you have selected to ensure that they are correct. You can click “**Back**” to edit your personal particulars and change your repayment option(s).
- (2) Click “**Confirm and Send**” to complete the selection.

Step 4 Confirm and Review

Please review your selected repayment option before submission.

Please note that, you have chosen early lump sum repayment of loan. Change of repayment option after confirmation and submission will not be allowed via "My Options – Commencement of Loan Repayment".

For enquiries on repayment matters or early lump sum repayment, please contact the Student Loan Unit (NLS) at Tel: 2150 6211 or 2150 6212.

Full Name in English	XXX XXXX XXXX
Day Time Contact Phone Number	XXXXXXXX
Email Contact	-
Correspondence Address	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX
Repayment Commencement Date	Not Applicable
Repayment Period	Not Applicable
Repayment Arrangement	Early Lump Sum Repayment of Loan

I acknowledge the above lump sum repayment arrangement and undertake to settle my loan with interest and administrative fee accrued up to the day before the receipt date of this online request.

Back Confirm and Send

If you select “Option 2: Repayment by Instalments”

- (1) You are required to check the repayment option(s) you have selected to ensure that they are correct. You can click “**Back**” to change your repayment option(s).
- (2) Click “**Confirm and Send**” to complete the selection.

Step 4 Confirm and Review

Before submission, please check your selected repayment options.

If you wish to update your repayment options subsequently, please log into the "My Options – Commencement of Loan Repayment" by using the 25-digit personal code and re-submit your repayment options by the deadline stated in the letter "Options for Commencement of Loan Repayment".

SFO will activate your loan account(s) in accordance with your latest submitted repayment options.

For enquiries on commencement of loan repayment, please contact our Activation Unit by phone at 2150 6247 or 2155 8126, fax at 2111 9150 or email to csu_sfo@wfsfaa.gov.hk.

Repayment Commencement Date	01 October 2018
Repayment Period	10 years (40 quarterly instalments)
Repayment Arrangement	Repayment by Instalments

I acknowledge and undertake to repay the loan, administration fee and accrued interest until they are repaid in full.

Back Confirm and Send

Step 5: Acknowledgment of Receipt

If you select “Option 1: Early Lump Sum Repayment of Loan”

You can click “**Print**” or “**Save**” to retain the Acknowledgment of Receipt for future reference.

Step 5 Acknowledgement of Receipt

You have successfully submitted your option. You are advised to Save or Print out a copy of this page as acknowledgement of receipt.

Please note that, you have chosen lump sum repayment arrangement. Change of repayment option after confirmation and submission will not be allowed via “My Options – Commencement of Loan Repayment”. The early lump sum repayment demand note will be posted to your correspondence address within 14 days, if not, please contact Student Loan Unit (NLS) at 2150 6211 or 2150 6212 or it will be assumed that you have received the demand note concerned. Normally you have to settle the demand note in full within 14 days after its issue date.

Request Details

25-digit Personal Code	123456-1234567-1234567-12345
Submission Time (DD/MM/YYYY HH:MM:SS)	28/07/2017 13:22:15
Full Name in English	XXX XXXX XXXX
Day Time Contact Phone Number	XXXXXXXXXX
Email Contact	-
Correspondence Address	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX
Repayment Commencement Date	Not Applicable
Repayment Period	Not Applicable
Repayment Arrangement	Early Lump Sum Repayment of Loan

I acknowledge the above lump sum repayment arrangement and undertake to settle my loan with interest and administrative fee accrued up to the day before the receipt date of this online request.

Print Save

If you select “Option 2: Repayment by Instalments”

You can click “**Print**” or “**Save**” to retain the Acknowledgment of Receipt for future reference.

Step 5 Acknowledgement of Receipt

You have successfully submitted your repayment options. You are advised to Save or Print out a copy of this page as acknowledgement of receipt.

If you wish to update your repayment options subsequently, please log into the “My Options – Commencement of Loan Repayment” by using the 25-digit personal code and re-submit your repayment options by the deadline stated in the letter “Options for Commencement of Loan Repayment”.

SFO will activate your loan account(s) in accordance with your latest submitted repayment options.

For enquiries on commencement of loan repayment, please contact our Activation Unit by phone at 2150 6247 or 2155 8126, fax at 2111 9150 or email to csu_sfo@wfsfaa.gov.hk.

Request Details

25-digit Personal Code	123456-1234567-1234567-12345
Submission Time (DD/MM/YYYY HH:MM:SS)	06/07/2017 09:13:14
Repayment Commencement Date	01 October 2018
Repayment Period	10 years (40 quarterly instalments)
Repayment Arrangement	Repayment by Instalments

I acknowledge and undertake to repay the loan, administration fee and accrued interest until they are repaid in full.

Print Save

Notes:

You may amend your submitted repayment options via “My Options - Commencement of Loan Repayment” before the deadline stated in the letter “Options for Commencement of Loan Repayment”. However, if you have confirmed your request for early lump sum repayment of loan, please contact this Office directly for amendment.

For enquiry for “Tertiary Student Finance Scheme – Publicly-funded Programmes (TSFS)” / “Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT)” / “Extended Non-means-tested Loan Scheme (ENLS)”, please contact the Activation Unit by calling at 2155 8126 / 2150 6247, fax to 2111 9150 or email to csu_sfo@wfsfaa.gov.hk.

For enquiry for “Financial Assistance Scheme for Post-secondary Students (FASP)” / “Non-means-tested Loan Scheme for Post-secondary Students (NLSPS)”, please contact the Student Loan Unit (FASP) by calling at 2156 1157, fax to 3583 3857 or email to slups_sfo@wfsfaa.gov.hk.