

Data on the SAAQ's Main Services

February 2025

	FEBRUARY 2025	JANUARY TO FEBRUARY 2024	JANUARY TO FEBRUARY 2025	DIFFERENCE
Online services				
Number of people who used the SAAQ's online services	233,051	487,266	491,543	+0.9%
Number of SAAQclik accounts created	44,720	103,667	105,132	+1.4%
Number of vehicle transfers between individuals carried out online	2,815	4,090	6,305	+54.2%
Telephone, email and chat services				
Number of calls answered	162,959	193,952	340,509	+75.6%
Number of users who received help with SAAQclik	13,587	16,672	29,254	+75.5%
Average wait time (in minutes)	9 min	32 min	10 min	-22 min
Number of emails and chat messages answered	11,003	29,116	24,382	-16.3%
In-person services				
Number of people served ¹	299,784	641,151	645,642	+0.7%
Average wait time (in minutes) ^{2, 3}	11 min	12 min	11 min	-1 min
Number of people assisted at SAAQclik helpdesks	23,114	28,290	49,035	+73.3%
Services for traffic accident victims				
Number of calls answered	21,228	42,200	44,078	+4.5%
Average wait time (in minutes)	2 min	4 min	4 min	0 min
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	97%	95%	96%	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	91%	88%	90%	+2.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	9,142	17,252	18,210	+5.6%
Complaints				
Number of complaints received	673	1,637	1,304	-20.3%

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment