

Data on the SAAQ's Main Services January 2025

Online services	JANUARY 2025
Number of people who used the SAAQ's online services	252,000
Number of SAAQclic accounts created	60,412
Number of users who opted to go paperless	4,475
Number of vehicle transfers between individuals carried out online	3,490

Telephone, email and chat services	JANUARY 2025
Number of calls answered	177,550
Number of users who received help with SAAQclic	15,667
Average wait time (in minutes)	11
Number of emails and chat messages answered	13,379

In-person services	JANUARY 2025
Number of people served ¹	345,858
Average wait time (in minutes) ^{2, 3}	11
Number of people assisted at SAAQclic helpdesks	25,921

Services for traffic accident victims	JANUARY 2025
Number of calls answered	22,850
Average wait time (in minutes)	6
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	95 %
Percentage of files where the first payment was made within 15 business days of confirming eligibility	90 %

Carrier enforcement activities	JANUARY 2025
Number of roadside, weigh station and inspection area interventions	9,052

Complaints	JANUARY 2025
Number of complaints received	631

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment