

## Data on the SAAQ's Main Services

August 2025

	AUGUST 2025	JANUARY TO AUGUST 2024	JANUARY TO AUGUST 2025	DIFFERENCE
<b>Online services</b>				
Number of clients who used the SAAQ's online services	340,568	2,625,174	2,697,286	+2.7%
Number of SAAQclic accounts created	44,229	454,312	413,092	-9.1%
Number of vehicle transfers between individuals carried out online	5,827	30,181	39,435	+30.7%
Number of vehicles taken out of storage online	13,795	201,069	226,221	+12.5%
<b>Telephone, email and chat services</b>				
Number of calls answered	165,254	821,237	1,351,204	+64.5%
Number of users who received help with SAAQclic	16,155	69,034	117,396	+70.1%
Average wait time (in minutes)	7 min	24 min	9 min	-15 min
Number of emails and chat messages answered	10,415	122,586	96,483	-21.3%
<b>In-person services</b>				
Number of people served <sup>1</sup>	379,123	3,055,578	3,006,936	-1.6%
Average wait time (in minutes) <sup>2,3</sup>	11 min	13 min	12 min	-1 min
Number of people served at an SAAQ service centre reception desk	23,143	n/a	184,568	n/a
Number of people assisted at SAAQclic helpdesks	30,022	162,472	225,549	+38.8%
<b>Services for automobile accident victims</b>				
Number of calls answered	18,720	163,343	165,274	+1.2%
Average wait time (in minutes)	4 min	4 min	4 min	—
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	95%	95%	96 %	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	92 %	89%	90 %	+1.0%
<b>Carrier enforcement activities</b>				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,517	72,046	41,081	-43.0%
<b>Complaints</b>				
Number of complaints received	548	6,262	5,309	-15.2%

<sup>1</sup> SAAQ service centres and licensing agents

<sup>2</sup> SAAQ service centres only

<sup>3</sup> With or without an appointment