

Data on the SAAQ’s Main Services

August 2025

	AUGUST 2025	JANUARY TO AUGUST 2024	JANUARY TO AUGUST 2025	DIFFERENCE
Online services				
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%
Telephone, email and chat services				
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%
In-person services				
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%
Services for automobile accident victims				
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%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,517	72,046	41,081	-43.0%
Complaints				
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