

## Data on the SAAQ's Main Services

December 2025

	DECEMBER 2025	JANUARY TO DECEMBER 2024	JANUARY TO DECEMBER 2025	DIFFERENCE
<b>Online services</b>				
Number of clients who used the SAAQ's online services	258,426	4,012,202	4,049,373	+0.9%
Number of SAAQclic accounts created	33,512	684,402	587,004	-14.2%
Number of vehicle transfers between individuals carried out online	3,599	51,193	60,420	+18.0%
Number of vehicles taken out of storage online	5,971	238,388	268,404	+12.6%
Number of vehicles put into storage online	21,511	292,280	317,934	+8.8%
<b>Telephone, email and chat services</b>				
Number of calls answered	139,100	1,323,262	1,972,984	+49.1%
Number of users who received help with SAAQclic	9,560	108,951	170,429	+56.4%
Average wait time (in minutes)	5 min	20 min	8 min	-12 min
Number of emails and chat messages answered	7,122	175,013	133,140	-23.9%
<b>In-person services</b>				
Number of clients received in service centres	140,171	2,199,453	2,139,414	-2.7%
Clients assisted at the service counter	122,417	1,946,120	1,815,009	-6.7%
Clients assisted at SAAQclic helpdesks	17,754	253,333	324,405	+28.1%
Number of clients assisted at the service centre reception desk	17,331	n/a	272,480	n/a
Average wait time (in minutes) <sup>1,2</sup>	10 min	13 min	12 min	-1 min
Number of clients assisted at the counter at a licensing agent	169,742	2,567,146	2,613,400	+1.8%
<b>Services for automobile accident victims</b>				
Number of calls answered	17,846	239,542	247,346	+3.3%
Average wait time (in minutes)	4 min	4 min	3 min	-1 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	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	2,806	109,092	51,834	-52.5%
<b>Complaints</b>				
Number of complaints received	411	9,278	7,299	-21.3%

<sup>1</sup> SAAQ service centres only

<sup>2</sup> With or without an appointment