

Data on the SAAQ’s Main Services

December 2025

	DECEMBER 2025	JANUARY TO DECEMBER 2024	JANUARY TO DECEMBER 2025	DIFFERENCE
Online services				
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%
Telephone, email and chat services				
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%
In-person services				
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) ^{1, 2}	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%
Services for automobile accident victims				
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%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,806	109,092	51,834	-52.5%
Complaints				
Number of complaints received	411	9,278	7,299	-21.3%

¹ SAAQ service centres only

² With or without an appointment