

Data on the SAAQ's Main Services

January 2026

	JANUARY		DIFFERENCE
	2025	2026	
Online services			
Number of clients who used the SAAQ's online services	258,492	249,154	-3.6%
Number of SAAQclic accounts created ¹	1,801,868	2,370,205	+31.5%
Number of users who opted to go paperless	4,475	2,511	-43.9%
Number of vehicle transfers between individuals carried out online	3,490	3,652	+4.6%
Number of vehicles taken out of storage online	4,707	4,985	+5.9%
Number of vehicles put into storage online	12,178	11,870	-2.5%
Telephone, email and chat services			
Number of calls answered	177,550	194,489	+9.5%
Number of users who received help with SAAQclic	15,667	9,084	-42.0%
Average wait time (in minutes)	11 min	4 min	-7 min
Number of emails and chat messages answered	13,382	7,318	-45.3%
In-person services			
Number of clients received in service centres	201,151	166,309	-17.3%
Clients assisted at the service counter	151,885	127,571	-16.0%
Clients assisted at SAAQclic helpdesks	25,921	12,707	-51.0%
Clients assisted at the service centre reception desk	23,345	26,031	-11.5%
Average wait time (in minutes) ^{2, 3}	11 min	10 min	-1 min
Number of clients assisted at the counter at a licensing agent	193,967	178,022	-8.2%
Services for automobile accident victims			
Number of calls answered	22,850	20,831	-8.8%
Average wait time (in minutes)	6 min	5 min	-1 min
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	95%	96 %	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	90%	91 %	+1.0%
Carrier enforcement activities			
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	9,075	3,470	-61.8%
Complaints			
Number of complaints received	630	417	-33.8%

¹ Number of SAAQclic accounts created since the launch of online services in 2023

² SAAQ service centres only

³ With or without an appointment