

## Data on the SAAQ's Main Services

### July 2025

	JULY 2025	JANUARY TO JULY 2024	JANUARY TO JULY 2025	DIFFERENCE
<b>Online services</b>				
Number of clients who used the SAAQ's online services	354,554	2,277,524	2,356,718	+3.5%
Number of SAAQclic accounts created	47,234	398,367	368,863	-7.4%
Number of vehicle transfers between individuals carried out online	5,758	25,092	33,608	+33.9%
Number of vehicles taken out of storage online	18,331	189,731	212,426	+12.0%
<b>Telephone, email and chat services</b>				
Number of calls answered	180,503	697,215	1,185,950	+70.1%
Number of users who received help with SAAQclic	16,469	59,701	101,241	+69.6%
Average wait time (in minutes)	7 min	26 min	9 min	-17 min
Number of emails and chat messages answered	10,619	109,057	86,068	-21.1%
<b>In-person services</b>				
Number of people served <sup>1</sup>	398,694	2,659,044	2,627,827	-1.2%
Average wait time (in minutes) <sup>2, 3</sup>	12 min	14 min	12 min	-2 min
Number of people served at an SAAQ service centre reception desk	24,536	n/a	161,425	n/a
Number of people assisted at SAAQclic helpdesks	29,645	139,782	195,527	+39.9%
<b>Services for automobile accident victims</b>				
Number of calls answered	19,805	142,230	146,554	+3.0%
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	96%	95%	96%	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	94%	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	2,892	63,914	38,564	-39.7%
<b>Complaints</b>				
Number of complaints received	597	5,534	4,761	-14.0%

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

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

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