

Data on the SAAQ’s Main Services

June 2025

	JUNE 2025	JANUARY TO JUNE 2024	JANUARY TO JUNE 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ’s online services	350,452	1,933,271	2,002,164	+3.6%
Number of SAAQclic accounts created	47,656	340,713	321,629	-5.6%
Number of vehicle transfers between individuals carried out online	5,826	20,247	27,850	+37.6%
Number of vehicles taken out of storage online	32,153	174,667	194,095	+11.1%
Telephone, email and chat services				
Number of calls answered	164,167	576,545	1,005,447	+74.4%
Number of users who received help with SAAQclic	15,060	48,893	84,772	+73.4%
Average wait time (in minutes)	7 min	30 min	10 min	-20 min
Number of emails and chat messages answered	10,632	94,875	75,449	-20.5%
In-person services				
Number of people served ¹	393,688	2,254,520	2,229,150	-1.1%
Average wait time (in minutes) ^{2, 3}	12 min	14 min	13 min	-1 min
Number of people assisted at SAAQclic helpdesks	26,978	114,165	165,882	+45.3%
Services for traffic accident victims				
Number of calls answered	19,235	121,674	126,749	+4.2%
Average wait time (in minutes)	3 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%	97%	+2.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	91%	88%	90%	+2.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	3,405	54,760	35,230	-35.7%
Complaints				
Number of complaints received	605	4,751	4,166	-12.3%

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment