

## Data on the SAAQ's Main Services

May 2025

	MAY 2025	JANUARY TO MAY 2024	JANUARY TO MAY 2025	DIFFERENCE
<b>Online services</b>				
Number of clients who used the SAAQ's online services	421,854	1,603,533	1,651,712	+3.0%
Number of SAAQclic accounts created	55,032	284,662	273,973	-3.8%
Number of vehicle transfers between individuals carried out online	6,538	15,246	22,024	+44.5%
Number of vehicles taken out of storage online	74,279	147,593	161,942	+9.7%
<b>Telephone, email and chat services</b>				
Number of calls answered	173,024	486,743	841,280	+72.8%
Number of users who received help with SAAQclic	10,938	40,810	69,712	+70.8%
Average wait time (in minutes)	9 min	32 min	9 min	-23 min
Number of emails and chat messages answered	15,746	78,683	64,817	-17.6%
<b>In-person services</b>				
Number of people served <sup>1</sup>	414,037	1,878,565	1,835,482	-2.3%
Average wait time (in minutes) <sup>2, 3</sup>	13 min	14 min	12 min	-2 min
Number of people assisted at SAAQclic helpdesks	29,959	92,811	138,904	+49.7%
<b>Services for traffic accident victims</b>				
Number of calls answered	21,194	103,813	107,514	+3.6%
Average wait time (in minutes)	3 min	3 min	3 min	0 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	91%	88%	89%	+1.0%
<b>Carrier enforcement activities</b>				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	3,716	46,403	31,825	-31.4%
<b>Complaints</b>				
Number of complaints received	740	4,051	3,563	-12.0%

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

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

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