

Data on the SAAQ's Main Services

May 2025

	MAY 2025	JANUARY TO MAY 2024	JANUARY TO MAY 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ's online services	421,854	1,603,533	1,651,712	+3.0%
Number of SAAQclik 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%
Telephone, email and chat services				
Number of calls answered	173,024	486,743	841,280	+72.8%
Number of users who received help with SAAQclik	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%
In-person services				
Number of people served ¹	414,037	1,878,565	1,835,482	-2.3%
Average wait time (in minutes) ^{2, 3}	13 min	14 min	12 min	-2 min
Number of people assisted at SAAQclik helpdesks	29,959	92,811	138,904	+49.7%
Services for traffic accident victims				
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%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	3,716	46,403	31,825	-31.4%
Complaints				
Number of complaints received	740	4,051	3,563	-12.0%

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment