

Data on the SAAQ's Main Services

November 2025

	NOVEMBER 2025	JANUARY TO NOVEMBER 2024	JANUARY TO NOVEMBER 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ's online services	331,813	3,741,163	3,790,947	+1.3%
Number of SAAQclic accounts created	43,355	629,615	553,492	-12.1%
Number of vehicle transfers between individuals carried out online	5,561	47,309	56,821	+20.1%
Number of vehicles taken out of storage online	13,872	230,809	262,433	+13.7%
Number of vehicles put into storage online	61,794	269,200	296,423	+10.1%
Telephone, email and chat services				
Number of calls answered	148,607	1,181,986	1,833,884	+55.2%
Number of users who received help with SAAQclic	12,496	97,861	160,424	+63.9%
Average wait time (in minutes)	9 min	21 min	10 min	-11 min
Number of emails and chat messages answered	9,265	163,660	126,018	-23.0%
In-person services				
Number of clients received in service centres	158,509	2,054,287	1,999,244	-2.7%
Clients assisted at the service counter	134,268	1,821,668	1,692,593	-7.1%
Clients assisted at SAAQclic helpdesks	24,241	232,619	306,651	+31.8%
Number of clients assisted at the service centre reception desk	20,515	n/a	255,149	n/a
Average wait time (in minutes) ^{1, 2}	11 min	13 min	12 min	-1 min
Number of clients assisted at the counter at a licensing agent	207,798	2,395,387	2,443,643	+2.0%
Services for automobile accident victims				
Number of calls answered	20,233	229,526	229,500	0.0%
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	96%	95%	96%	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	92%	89%	90%	+1.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	1,845	101,912	47,675	-53.2%
Complaints				
Number of complaints received	518	8,779	6,889	-21.5%

¹ SAAQ service centres only

² With or without an appointment