

Data on the SAAQ’s Main Services

October 2025

	OCTOBER 2025	JANUARY TO OCTOBER 2024	JANUARY TO OCTOBER 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ’s online services	400,413	3,393,543	3,459,134	+1.9%
Number of SAAQclic accounts created	50,803	573,682	510,137	-11.1%
Number of vehicle transfers between individuals carried out online	5,947	41,593	51,260	+23.2%
Number of vehicles taken out of storage online	10,596	220,465	248,561	+12.7%
Number of vehicles put into storage online	81,317	214,580	234,629	+9.3%
Telephone, email and chat services				
Number of calls answered	170,444	1,049,050	1,685,277	+60.6%
Number of users who received help with SAAQclic	15,006	87,531	147,928	+69.0%
Average wait time (in minutes)	7 min	22 min	9 min	-13 min
Number of emails and chat messages answered	11,108	149,978	116,753	-22.2%
In-person services				
Number of clients received in service centres	190,322	1,875,900	1,840,734	-1.9%
Clients assisted at the service counter	159,775	1,668,213	1,558,324	-6.6%
Clients assisted at SAAQclic helpdesks	30,547	207,687	282,410	+36.0%
Number of clients assisted at the service centre reception desk	25,267	n/a	234,634	n/a
Average wait time (in minutes) ^{1, 2}	12 min	13 min	12 min	-1 min
Number of clients assisted at the counter at a licensing agent	241,494	2,177,078	2,235,846	+2.7%
Services for automobile accident victims				
Number of calls answered	22,400	209,364	209,267	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	93%	89%	90%	+1.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,427	92,074	45,830	-50.2%
Complaints				
Number of complaints received	505	8,044	6,372	-20.8%

¹ SAAQ service centres only

² With or without an appointment