

## Data on the SAAQ's Main Services

October 2025

	OCTOBER 2025	JANUARY TO OCTOBER 2024	JANUARY TO OCTOBER 2025	DIFFERENCE
<b>Online services</b>				
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%
<b>Telephone, email and chat services</b>				
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%
<b>In-person services</b>				
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) <sup>1, 2</sup>	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%
<b>Services for automobile accident victims</b>				
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%
<b>Carrier enforcement activities</b>				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,427	92,074	45,830	-50.2%
<b>Complaints</b>				
Number of complaints received	505	8,044	6,372	-20.8%

<sup>1</sup> SAAQ service centres only

<sup>2</sup> With or without an appointment