

Data on the SAAQ's Main Services

September 2025

	SEPTEMBER 2025	JANUARY TO SEPTEMBER 2024	JANUARY TO SEPTEMBER 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ's online services	361,435	2,980,283	3,058,721	+2.6%
Number of SAAQclic accounts created	46,242	509,624	459,334	-9.9%
Number of vehicle transfers between individuals carried out online	5,878	35,625	45,313	+27.2%
Number of vehicles taken out of storage online	11,744	211,062	237,965	+12.7%
Number of vehicles put into storage online	41,221	134,092	153,312	+14.3%
Telephone, email and chat services				
Number of calls answered	163,629	932,904	1 514 833	+62.4%
Number of users who received help with SAAQclic	15,803	78,386	133,199	+69.9%
Average wait time (in minutes)	7 min	23 min	9 min	-14 min
Number of emails and chat messages answered	9,162	135,796	105,645	-22.2%
In-person services				
Number of people served	385,981	3,431,292	3,392,907	-1.1%
Number of people served at service centres	157,138	1,500,866	1,398,549	-6.8%
Number of people served by licensing agents	228,843	1,930,426	1,994,358	+3.3%
Average wait time (in minutes) ^{1,2}	12 min	13 min	12 min	-1 min
Number of people served at an SAAQ service centre reception desk	24,799	nd	209,367	nd
Number of people assisted at SAAQclic helpdesks	26,314	182,819	251,863	+37.8%
Services for automobile accident victims				
Number of calls answered	21,593	185,002	186,867	+1.0%
Average wait time (in minutes)	3 min	4 min	4 min	—
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	95%	95%	96 %	+1.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	91%	89%	90 %	+1.0%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	2,322	81,600	43,403	-46.8%
Complaints				
Number of complaints received	561	7,035	5,867	-16.6%

¹ SAAQ service centres only

² With or without an appointment