

Data on the SAAQ's Main Services

April 2025

	APRIL 2025	JANUARY TO APRIL 2024	JANUARY TO APRIL 2025	DIFFERENCE
Online services				
Number of clients who used the SAAQ's online services	412,761	1,194,330	1,229,858	+3.0%
Number of SAAQclic accounts created	59,264	222,509	218,941	-1.6%
Number of vehicle transfers between individuals carried out online	5,348	10,500	15,486	+47.5%
Number of vehicles taken out of storage online	62,607	86,753	87,663	+1.0%
Telephone, email and chat services				
Number of calls answered	147,870	390,922	668,256	+70.9%
Number of users who received help with SAAQclic	13,588	33,131	58,774	+77.4%
Average wait time (in minutes)	10 min	31 min	10 min	-21 min
Number of emails and chat messages answered	12,400	60,570	49,071	-19.0%
In-person services				
Number of people served ¹	406,246	1,429,184	1,421,459	-0.5%
Average wait time (in minutes) ^{2,3}	12 min	14 min	11 min	-3 min
Number of people assisted at SAAQclic helpdesks	32,060	67,001	108,945	+62.6%
Services for traffic accident victims				
Number of calls answered	20,643	83,302	86,320	+3.6%
Average wait time (in minutes)	3 min	3 min	4 min	+1 min
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	97%	95%	96%	+1%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	91%	88%	90%	+2%
Carrier enforcement activities				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	4,343	36,955	28,109	-23.9%
Complaints				
Number of complaints received	733	3,246	2,815	-13.3%

¹ SAAQ service centres and licensing agents

² SAAQ service centres only

³ With or without an appointment