



# SERVICE STATEMENT

SOCIÉTÉ DE L'ASSURANCE  
AUTOMOBILE DU QUÉBEC



**Our results are public.**

Read more about our commitments to you in our annual report, available in French only on our website.

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# Table of Contents

<b>Mission and Mandate .....</b>	<b>4</b>
Our clientele.....	5
<b>Our Commitment to Providing Quality Services.....</b>	<b>6</b>
<b>Service Standard Commitments .....</b>	<b>7</b>
Access to services .....	7
Road safety services.....	9
Services for automobile accident victims .....	13
<b>Client Satisfaction .....</b>	<b>14</b>
Your responsibilities .....	14
If you are dissatisfied.....	14
Complaints.....	15
<b>Our Service Standards (summary table) .....</b>	<b>16</b>
<b>Contact Information and Business Hours .....</b>	<b>17</b>

# Mission and Mandate

The mission of the Société de l'assurance automobile du Québec (SAAQ), as a public insurer, is to protect individuals against the risks inherent in use of the road.

To do so, the SAAQ:

- carries out road safety promotion and accident prevention campaigns;
- manages safe access to the road network;
- oversees and controls road transportation of goods and passengers;
- compensates automobile accident victims and facilitates their rehabilitation;
- sets insurance contributions and manages the trust patrimony.

The SAAQ is committed to embodying its five organizational values in all of its actions: **respect, collaboration, commitment, openness** and **rigour**.





## OUR CLIENTELE

The public automobile insurance plan covers all Quebecers, whether they are involved in an accident in Québec or anywhere else in the world. The plan also protects tourists and immigrants who are involved in accidents on Québec's road network.

The SAAQ serves the following groups:

- road users
- automobile accident victims
- drivers, whether experienced or learner
- owners of all types of road vehicles
- owners, operators and drivers of heavy vehicles
- people who transport goods and passengers
- businesses with vehicle fleets
- people with disabilities who wish to adapt their vehicle or obtain an accessible parking permit

The SAAQ also relies on the cooperation of multiple partners, both public and private, to bolster its efforts to promote road safety, foster research and data exchange, and provide services (e.g. driving schools, car dealers or automobile dealerships, etc.).



## **Our Commitment to Providing Quality Services**

**The SAAQ is an effective and responsive public insurer. With a team of dedicated employees, it offers assistance and quality services to its clientele. The SAAQ intends to respect its commitments and provide a positive experience for each and every client.**

### **WE ARE COMMITTED TO OFFERING YOU:**

- simple and secure online services
- easily accessible services
- respectful and courteous assistance to help you receive:
  - services adapted to your situation
  - clear information
  - complete answers to your questions
- fair and confidential treatment.

# Service Standard Commitments

Our service standards are our commitment to serving our clientele within specific deadlines. We are committed to doing everything possible to respect these standards.

## ACCESS TO SERVICES

The SAAQ has several ways for you to obtain the information you need and the services best suited to your situation.

### 1. Online services

- Our secure online services platform, [SAAQcllic](#), allows you to easily and safely access the information and documents in your SAAQ file, as well as more than 30 online services, whenever you need them.
- Our website provides all the information you need to stay informed and to help you with your operations.



**saaqcllic**

- › We are committed to ensuring SAAQcllic online services are accessible 24 hours a day, seven days a week<sup>1</sup>.

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<sup>1</sup> Except when maintenance work is necessary or during any other exceptional events.

## 2. Services offered by email and phone (general information)

Our call centre provides answers to any questions about your file [through secure email or by phone](#).

We are committed to:

- › answering at least 80% of emails within three business days;
- › answering at least 80% of phone calls within five minutes.



## 3. In-person services

Our service network includes service centres and licensing agents across Québec:

- Our service centres offer all types of services, including assistance for clients who need it.
- Our licensing agents are business partners who offer services in connection with driver's licences and vehicle registration. They are committed to offering quality services to meet the SAAQ's standards and those set out in its Service Statement.

When you arrive at a service centre, you are greeted in person and directed to the right place. We can also help you complete your operations via SAAQclic.

To avoid waiting in line, we invite you to plan your trip and [make an appointment](#) on our website.

- › We are committed to ensuring that at least 80% of clients are served within 30 minutes of their arrival at a service centre.



## ROAD SAFETY SERVICES

The SAAQ is mandated to manage access to the road network and protect individuals against the risks inherent in road use. It is committed to meeting multiple road safety standards.

The SAAQ accompanies its clientele throughout their development as safe drivers by offering a wide variety of services.

### Driver's licences

The SAAQ produces driver's licences and mails them to clients.

It is also possible to request a replacement licence through SAAQclic when a licence is lost, stolen or damaged.



- › We are committed to having at least 80% of plasticized licences mailed out within seven business days.



## Driving skills assessment

If you want to obtain a driver's licence, you must pass the SAAQ's knowledge and road tests at a service centre. You can make, modify, cancel or view your [appointments](#) via SAAQclik.

- › We are committed to having at least 80% of appointments for knowledge and road tests available within 20 business days of the date you are eligible to take them.

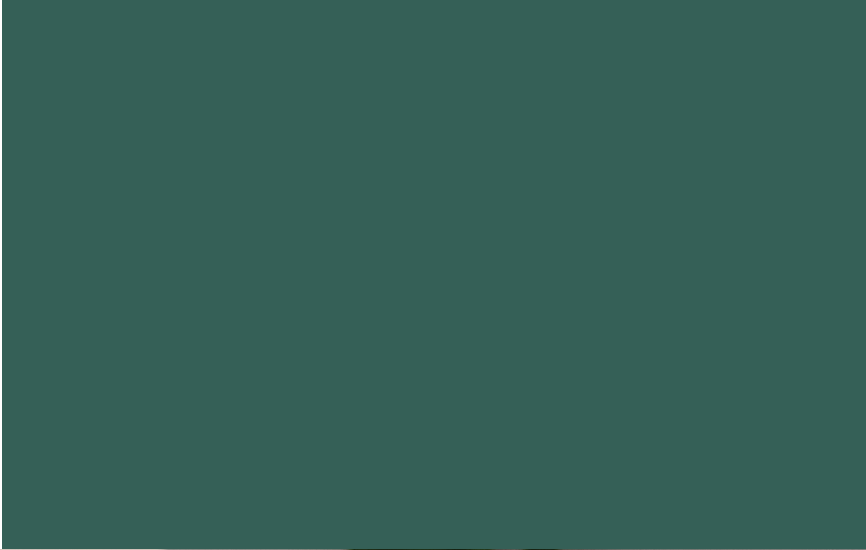


Appointment time slots are open three months ahead of time to help you schedule your appointment at the right time.

## Having your driving experience recognized

If you have a valid driver's licence issued outside Québec and you decide to settle in Québec, you are authorized to drive with that licence for six months. Before those six months have elapsed, you must have your driving experience acquired outside Québec recognized in order to obtain a Québec licence.

To do so, you must request an appointment by filling out the [online form](#) on our website. After receiving the form, and based on our analysis of your file, we will call or email you to inform you of the next steps.



## Drivers' state of health

In Québec, all drivers must meet certain requirements with regard to their state of health and vision<sup>2</sup>.

In addition to undergoing mandatory medical assessments — for which we will send you a letter — you must notify us of any change in your state of health that could hinder your ability to drive within 30 days of that change.

You can now submit the necessary health-related documents via SAAQclic and apply for an extension if needed.

- › We are committed to rendering at least 80% of decisions regarding a person's ability to safely drive a vehicle within 30 days of receiving the requested information about their state of health.



## At-risk driving behaviours

The SAAQ manages programs to accompany and rehabilitate drivers who exhibit at-risk behaviours on the road network.

[Alcofrein](#) is a training and education program that aims to increase the participants' awareness about the effects of alcohol, drug and medication use in order to encourage them to adopt safe behaviours and prevent repeat offences. It is made possible thanks to our partnerships with participating school service centres.

All drivers convicted of a first impaired driving offence are required to participate in this program.

- › We are committed to giving at least 80% of people access to the program within 30 days of registration.



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<sup>2</sup> If you have doubts about a loved one's ability to drive safely, visit the [State of Health and Driver's Licences](#) page on our website.

## Transportation of goods and passengers

The SAAQ is mandated to monitor and control road transportation of goods and passengers in Québec, thereby ensuring road safety.

Heavy vehicle owners, operators and drivers are responsible for checking their record on a regular basis to verify the accuracy of the events listed and request that any necessary adjustments be made.



- › We are committed to making at least 80% of necessary adjustments to heavy vehicle owner, operator and driver records within 10 business days.

## SERVICES FOR AUTOMOBILE ACCIDENT VICTIMS

The SAAQ compensates automobile accident victims and helps their rehabilitation. If you have been involved in an automobile accident, you must file a claim before we can open a compensation file.

We are committed to:



- › answering at least 80% of calls made to our compensation line within five minutes;
- › returning at least 80% of calls made to compensation specialists within two business days;
- › contacting at least 80% of accident victims within 10 business days of receiving their claim for compensation or application for review;
- › making at least 80% of the initial indemnity payments provided under the insurance coverage within 15 business days of establishing eligibility.

# Client Satisfaction

## YOUR RESPONSIBILITIES

Your cooperation is essential to helping us meet our commitments. We count on you to:

- send us all information and documents requested within the prescribed deadlines;
- provide us with complete contact information to keep your file up to date;
- be respectful and courteous to our staff.

Rest assured that all the information you provide to us is handled confidentially.

## IF YOU ARE DISSATISFIED

Despite our efforts to provide quality services, you may be dissatisfied with the services you receive.

You can express your dissatisfaction with regard to an SAAQ service or employee via our online form, by mail or by fax. You can also share comments to help us improve our services.

We ask that you first bring up your concerns with:

- a customer service representative;
- the person assigned to your file;
- if applicable, the immediate supervisor of the employee with whom you have had contact.

A satisfactory solution can be proposed.



## COMPLAINTS

If you are dissatisfied with the proposed solution, you can file a complaint. We will request further information to create your complaint file. Additional information may be requested where necessary.



- › We are committed to responding to at least 80% of complaints within 20 business days.

For more information, visit the [Positive Feedback, Complaint or Comment](#) web page.

# Our Service Standards (summary table)

	SERVICE STANDARDS	TARGETS
<b>Service accessibility</b>	Providing access to SAAQclic online services 24 hours a day, 7 days a week.	99% of the time <sup>3</sup>
	Answering your email within three business days.	80% of emails
	Answering your phone call within five minutes	80% of calls
	Serving you within 30 minutes when you go to a service centre.	80% of cases
<b>Road safety services</b>	Mailing your plasticized driver's licence within seven business days.	80% of cases
	Having appointments available for knowledge and road tests within 20 business days of your eligibility.	80% of appointments
	Rendering a decision regarding your fitness to safely drive a road vehicle within 30 business days of receiving the information requested in connection with your state of health.	80% of cases
	Providing access to the Alcofrein program within 30 days of your registration.	80% of cases
	Adjusting your heavy vehicle driver, owner or operator record within 10 business days.	80% of cases
<b>Services for accident victims</b>	Answering within five minutes when you call our accident victim compensation line.	80% of calls
	Calling you back within two business days when you try to reach the person assigned to your file.	80% of cases
	Contacting you within 10 business days of receiving your claim for compensation or application for review.	80% of cases
	Making the first indemnity payment provided under your insurance coverage within 15 business days of your eligibility.	80% of cases
<b>Complaints</b>	Responding within 20 business days of receiving your complaint	80% of complaints

<sup>3</sup> Except when maintenance work is necessary or during any other exceptional events.

## Contact Information and Business Hours

To access our online services, log in to [SAAQclic](#), our secure online services platform, available 24 hours a day, 7 days a week.

To find out when our service outlets are open, visit the [Service Outlets](#) section of our website.

Note that business hours may vary by service outlet, and it is important that you check them before heading out. Our website is updated daily to inform you of any changes.

To contact us, visit the [Contact us](#) section of our website.

### **ONLINE, 24 HOURS A DAY**

[saaq.gouv.qc.ca](http://saaq.gouv.qc.ca)

### **BY EMAIL**

You can obtain general information or answers to questions about your file by [secure email](#).

### **BY PHONE**

Québec area: 418-643-7620

Montréal area: 514-873-7620

Elsewhere (toll-free): 1-800-361-7620

### **BY MAIL OR AT OUR OFFICES**

To find out the address of our head office or the service outlet nearest you, visit [saaq.gouv.qc.ca/en](http://saaq.gouv.qc.ca/en) or call us at one of the numbers listed above..

### **CLIENT SATISFACTION CENTRE**

Québec area: 418-528-4949

Elsewhere in Québec: 1-866-891-6545

Fax: 418-646-4777

**Société de l'assurance  
automobile**

**Québec**



Avec vous,  
au cœur de votre sécurité