

# Data on the SAAQ's Main Services

February 2026

	FEBRUARY 2026	JANUARY TO FEBRUARY 2025		DIFFERENCE
<b>Online services</b>				
Number of clients who used the SAAQ's online services	275,234	491,543	524,388	+6.7%
Number of SAAQclic accounts created <sup>1</sup>	35,266	1,846,264	2,401,039	+30.0%
Number of users who opted to go paperless	1,991	7,276	4,502	-38.1%
Number of vehicle transfers between individuals carried out online	3,391	6,305	7,043	+11.7%
Number of vehicles taken out of storage online	4,705	9,045	9,690	+7.1%
Number of vehicles put into storage online	9,603	20,074	21,473	+7.0%
<b>Telephone, email and chat services</b>				
Number of calls answered	166,324	340,509	360,813	+6.0%
Number of users who received help with SAAQclic	7,644	29,254	16,728	-42.8%
Average wait time (in minutes)	2 min	10 min	3 min	-7 min
Number of emails and chat messages answered	7,145	24,387	14,463	-40.7%
<b>In-person services</b>				
Number of clients received in service centres	160,127	381,351	326,436	-14.4%
Clients assisted at the service counter	124,294	286,865	251,865	-12.2%
Clients assisted at SAAQclic helpdesks	12,468	49,035	25,175	-48.7%
Clients assisted at the service centre reception desk	23,365	45,451	49,396	+8.7%
Average wait time (in minutes) <sup>2, 3</sup>	10 min	11 min	10 min	-1 min
Number of clients assisted at the counter at a licensing agent	171,797	358,743	349,819	-2.5%
<b>Services for automobile accident victims</b>				
Number of calls answered	19,274	44,078	40,105	-9.0%
Average wait time (in minutes)	8 min	4 min	6 min	+2 min
Percentage of claims for compensation or applications for review where the accident victim was contacted within 10 business days	96%	96%	96%	0.0%
Percentage of files where the first payment was made within 15 business days of confirming eligibility	92%	90%	91%	+1.0%
<b>Carrier enforcement activities</b>				
Number of inspections (during roadside interceptions or at CRQ weigh or inspection stations) and facility audits	3 223	18,232	6,693	-63.3%
<b>Complaints</b>				
Number of complaints received	430	1,300	845	-35.0%

<sup>1</sup> Number of SAAQclic accounts created since the launch of online services in 2023

<sup>2</sup> SAAQ service centres only

<sup>3</sup> With or without an appointment