

Tip sheet

Getting your file processed quickly and efficiently



Role of Information Officers

Our information officers have access to your file and are trained to answer your questions.

Your compensation officer does not have a telephone number to be reached directly. Therefore, you must always call **1-800-463-6890**.

If our information officers are unable to answer your questions, they will transfer you to your compensation officer.

Medication

In order for you to obtain your medication free of charge at the pharmacy, your injuries must be entered and recognized in your file.

Online Services (best option for quick processing)

Document submission online service and Online reimbursement of expenses

- » Enter the address saaq.gouv.qc.ca/documentsubmission in your web browser and click on **Access the online service**.

Medical visit report

After **each** medical appointment, you must submit a medical visit report. To do so:

- » Enter the address saaq.gouv.qc.ca/visit-report in your web browser and click on **Access the online service**.

Return to work report

To complete a return to work report, you must wait for the end of **each** pay period.

- » Enter the address saaq.gouv.qc.ca/return-work in your web browser and click on **Access the online service**.

If you do not have access to our online services, you can also reach us:

- » by phone: **1-800-463-6890** or **418-646-9877**
- » by fax: **1-866-289-7952**
- » by mail:

Service aux accidentés
Société de l'assurance automobile du Québec
Case postale 2500, succursale Terminus
Québec (Québec) G1K 8A2

You must write your claim number on all documents that you submit to the SAAQ.

Other notes

Quickly notify the SAAQ of any changes to your situation, for example:

- » if you are planning to return to work or to your studies;
- » if your medical condition changes (surgery, test, prescription or other);
- » if you move or change your phone number.

Société de l'assurance automobile

Québec 

Avec vous,
au cœur de votre sécurité