

SERVICE STATEMENT



Our commitments and promises to you

OUR MISSION

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;
- sets insurance contributions and manages the trust patrimony;
- manages safe access to the road network;
- controls road transportation of goods and passengers; and
- compensates road accident victims and facilitates their rehabilitation.

OUR VALUES

COMMITMENT

RIGOUR

CONSISTENCY

RESPECT

OUR COMMITMENT TO YOU

As a public insurer, we are committed to earning your trust by providing you with quality support and services.

OUR PROMISES

We promise to always have your safety at heart while accompanying you by offering:

- respectful and courteous support, allowing you to obtain:
 - clear information,
 - accurate answers to all your questions,
 - services suited to your situation;
- fair, consistent and confidential treatment;
- simplified, easily accessible services.

You can count on us to make every effort to offer you personalized support while meeting the following service standards for wait times:

- We will answer your call within 3 minutes when you contact us by telephone.
- We will serve you in 30 minutes or less when you go to one of our service centres.
- We will call you back within 2 business days if you were promised a return call.

SPECIFIC COMMITMENTS

Driver's licences

If you wish to obtain, renew or keep a driver's licence:

- we will schedule an appointment for you to take your knowledge and road tests:
 - within 20 business days, for a passenger vehicle or motorcycle,
 - within 10 business days, for a heavy vehicle;
- we will send you your driver's licence within 7 business days;
- we will reassess your driving skills within 20 business days of receiving information regarding your state of health.

Personalized licence plates

If you order a personalized licence plate:

- we will mail you your personalized licence plate within 25 business days;
- we will mail you your personalized green licence plate within 40 business days.



Road accidents

If you were involved in a road accident:

- we will contact you within 10 business days of receiving your claim for compensation or application for review;
- if you are eligible for any indemnities provided under your insurance coverage, you will receive your first payment within 15 business days;
- we will provide you with support in order to prepare an action plan together within 20 business days of opening your rehabilitation file.

Heavy vehicles

If you were subject to a roadside inspection:

- we will immediately provide you with a roadside inspection report, if applicable.

If you wish to obtain the documents required to ensure your heavy vehicle owner, operator or driver record is compliant:

- we will send you a copy of your record within 5 business days;
- we will make any necessary changes to your record within 10 business days.

Customer satisfaction

If you wish to send us your comments, suggestions or complaints:

- we will reply to your complaint within 15 business days of its receipt.

YOUR COOPERATION IS
ESSENTIAL for us to fulfill
our commitments and
promises and offer you
the best possible experience.

We ask that you:

- provide all the required information and supporting documents by the specified deadlines;
- provide your complete contact information to keep your file up to date.

Please note that we protect the confidentiality of the information provided to us.

Results made public

Results with respect to our commitments and promises to you are presented in our annual report (in French only), available on our website.



MAIN SERVICES



With respect to driving a vehicle:

- Administering driving tests
- Issuing driver's licences
- Updating demerit points on driving records



With respect to vehicles:

- Vehicle registration



With respect to heavy vehicles:

- Reviewing heavy vehicle owner, operator and driver conduct
- Conducting roadside interventions and facility audits
- Having mechanical inspections of vehicles carried out by road vehicle inspection agents



In the case of road accidents:

- Compensating eligible accident victims
- Supporting accident victims in their rehabilitation



For people with disabilities:

- Vehicle adaptation
- Parking permits

To find out more about our services offered, visit saaq.gouv.qc.ca

REACH US

Online

saaq.gouv.qc.ca

By phone

Québec area: 418-643-7620

Montréal area: 514-873-7620

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

By mail or in person

For the address of our head office, or to locate the service outlet nearest you, visit saaq.gouv.qc.ca or contact us at one of the telephone numbers above.

Centre de la satisfaction des clientèles

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