



# SERVICE STATEMENT



*A skilled, experienced team  
at your service...  
across Québec*



Société de l'assurance  
automobile

Québec 

## MISSION

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The mission of the Société de l'assurance automobile du Québec (SAAQ) is to provide insurance protection for Quebecers against the risks inherent in use of the road. This safety promotion-insurance model operates in:

- accident prevention and road safety promotion;
- monitoring access to the highway and the collection of licensing fees (from drivers and vehicle owners);
- enforcing compliance by highway carriers of goods and passengers with transport legislation;
- road accident victims' compensation and their rehabilitation.

## GENERAL COMMITMENTS

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The SAAQ gives priority to the public's access to its services and the quality of its products. We are committed to:

- giving you our full attention and treating you with respect and courtesy;
- facilitating your access to services to which you are entitled;
- processing your claims fairly and confidentially;
- using clear and easily understandable language in our communications with you;
- giving you reliable information;
- informing you of how much time processing your requests will take, where possible.



# SERVICE OBJECTIVES

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## You contact us by telephone?

- You wait no more than three minutes from the moment you ask to speak with someone.
- If you are promised a return call, it will be made within two workdays.

## You contact us by mail?

- We answer your correspondence within ten workdays.
- We answer your e-mail queries within two workdays.

## You go to a service centre?

- You will not have to wait more than 30 minutes.

## For driving skills assessment

- Your appointment for a knowledge or road test will be scheduled:
  - within 20 workdays for a passenger vehicle or motorcycle;
  - within 10 workdays for a heavy vehicle.

## For licence issue or renewal

- We will send you your licence within 10 workdays of having your photograph taken in a service outlet.

## Heavy vehicle owner/operator

- We will send you a copy of your heavy vehicle owner/operator record within 5 workdays of your request.
- We will follow up on changes to your heavy vehicle owner/operator record within 10 workdays of your request.



## Should you be injured in a road accident

- We will telephone you within 10 workdays of receipt of a claim for compensation:
  - to advise you of the steps and time required for claim processing;
  - to inform you when you can expect your first income replacement indemnity cheque, if you qualify.
- We will contact you within 10 workdays of a decision to make a rehabilitation program available to you.
- We will inform you in writing of your rights and work to find a solution with you, if you have asked for the review of a decision on your claim.

## HELP US SERVE YOU BETTER

Your co-operation is needed if we are to offer top quality service. For your part, you must:

- provide all the information and supporting documents we require to deal with your request;
- provide accurate and full contact information.

**Co-operation, respect and courtesy with our staff are sure to yield satisfaction and harmonious relations.**





## **CONFIDENTIALITY**

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In accordance with the Act respecting access to documents held by public bodies and the protection of personal information, the SAAQ ensures the confidentiality of information gathered, and only allows the use of such information for purposes prescribed by the Act.

## **RESULTS MADE PUBLIC**

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This Statement will be followed up and results tabled in an annual report by the Minister of Transport before the National Assembly.

## **SUGGESTIONS, COMPLAINTS?**

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We give particular attention to the quality of our services and want to meet your expectations, which is why your comments, suggestions or complaints about our products or services may be sent to the person in charge of our complaints office:

**Bureau des plaintes**

Société de l'assurance automobile du Québec  
333, boulevard Jean-Lesage, N-6-26  
P.O. Box 19600  
Québec, Qc G1K 8J6

**Telephone**

Québec City area: (418) 528-4949  
From elsewhere in Québec: 1 866 891-6545

**Fax:** (418) 644-0339

A response to any written complaint will be sent within 15 workdays of its receipt.

# TO REACH US

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## BY MAIL

**Société de l'assurance automobile du Québec**  
333 boulevard Jean-Lesage, P.O. Box 19600  
Québec, QC G1K 8J6

## BY TELEPHONE

### General information line

Québec (city and vicinity) (418) 643-7620  
Montréal area (514) 873-7620  
From elsewhere in Québec 1 800 361-7620

### TDD/TTY for hearing-impaired

Montréal area (514) 954-7763  
From elsewhere in Québec 1 800 565-7763

### Services to accident victims

From within Québec 1 888 810-2525  
from elsewhere in Canada  
or the USA 1 800 463-6898

### Automated service (driving test appointments)

Québec (city and vicinity) (418) 643-5213  
Montréal area (514) 873-5803  
From elsewhere in Québec 1 888 667-8687

## VIA THE INTERNET

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

## OVER THE COUNTER

### (service centres, issuing agents, Contrôle routier Québec)

You will find the address of the nearest Société de l'assurance automobile du Québec service outlet under [Permis, licences et enregistrements](#) in the blue pages of your telephone directory or under the heading [Transports](#).

The addresses can also be found through the SAAQ Web site and the general information phone line.