



info SAAQ



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DON'T LET YOUR CELLPHONE DRIVE YOU

Use of cellular telephones by drivers is a source of distraction. Prudent drivers avoid using their cellphone when they are at the wheel, because they are aware of the higher accident risk that talking on the telephone while driving involves. Turn off your cellphone before setting out on the road and let your voice mail take messages.

Precautions

If you cannot avoid answering or making a call, take these precautions:

- Pull over into a spot that is safe for both you and other road users.
- Have a passenger handle the call in your stead, when this is possible.
- Have your cellphone within easy reach at all times. Do not be forced to search for it.
- Take a call only if you are sure it can be done free of danger.
- Advise the other party that you are at the controls of your vehicle. The person will then understand that your concentration must be directed at the roadway, and the conversation subject to interruption if the situation requires.
- Avoid taking notes or reading while using a cellphone.
- Enter the numbers you call most often into the unit's memory ahead of time.
- Avoid stressful or emotional conversations as well as ones that require deep thought or a lot of attention, because of demands on your concentration.
- Be brief. Do not make calls that could wait until you reach destination.



REMEMBER: a "hands-free" device is not risk-free.



THE SOCIÉTÉ KEEPS YOU INFORMED



You are holding in your hand a copy of our new INFO SAAQ newsletter.

This publication, over 6 million copies of which are printed each year, is enclosed

with your driver's licence and vehicle registration payment notice.

As a means of keeping you informed, the newsletter will touch on a range of subjects relating to the services the SAAQ offers and on road safety. We trust it will answer a number of your questions and encourage you to go to our Web site for more information in French.

Jacques Brind'Amour
Chairman and Chief
Executive Officer



DON'T LEAVE WITHOUT IT

Planning to go outside Québec for a respite from winter?

You probably are mindful of checking on your insurance in the event of sickness or hospitalization.

Remember that all Québec residents have coverage under the public automobile insurance plan for injury resulting from a motor vehicle accident whether as a driver, a passenger, a pedestrian, or a bicycle or motorcycle rider, throughout the world.

Slip a "Carefree Travel" brochure into your luggage

The brochure is a memory-jogger about precautions you should take before leaving Québec on a trip, and what to do in the event of a road accident.

Published in collaboration with the health insurance board (RAMQ), the brochure is available free at these locations:

- outlets offering SAAQ services
- travel agencies across Québec
- regional offices of Communication-Québec
- CAA-Québec offices.

NEW!

Pay online with Desjardins AccèsD Internet

If you're a member of a Desjardins caisse, you can now use their **AccèsD** and **Accès D Affaires Internet** services to pay for the renewal of your driver's licence, registration or disabled parking permit.

This new feature has been added to the other payment options available, which include the postal service, financial institution or automated teller and going to one of the SAAQ service outlets.

To sign up for this new service, exclusive to Desjardins, go to www.desjardins.com



What you should do if you're injured in a traffic accident

- Call the POLICE immediately and have them write an accident report.
- Consult a PHYSICIAN as soon as possible and ensure that all of the injuries you sustain in the accident are listed in the medical report. Be sure to send this report to the Société and contact us as soon as possible at the following number: **1 888 810-2525**.

You will receive a claim form.



- Notify your PRIVATE INSURANCE COMPANY if there is property damage.

If you are involved in a serious accident **outside of Québec**, within Canada or the U.S., contact the SAAQ immediately at our toll-free number: **1 800 463-6898**

For more information on coverage available under the public insurance plan, pick up the brochure entitled: "The Insurance Policy for All Quebecers" at one of our service outlets or visit our Web site at: www.saaq.gouv.qc.ca/victime



Medication and Road Safety

Happen to catch a cold or a touch of the flu? In a few days, you will likely be over the worst without having to take medication, in happy contrast with someone suffering from heart disease who is required to ingest drugs daily to stay alive.

The important thing is to be aware of possible side-effects of whatever you are taking, especially on driving. Does your medicine impair your ability, either physically or mentally, to safely operate a motor vehicle? As a pedestrian, will the medication make dealing with traffic dangerous?

Your pharmacist is the health care professional in the best position to answer your questions. Whether as a pedestrian, bicycle rider or motor vehicle operator, being informed about the matter could prove life-saving.

Before lending or renting out your vehicle

Before you lend or rent your vehicle to another person, ensure that:

- the driver's licence is valid;
- the licence corresponds to your class of vehicle.

This service is available 24 hours a day. Just call **1 900 565-1212**.

Have the driver's licence number handy when you call. This number begins with the first letter of the driver's last name.

Running a check on a licence may prevent your vehicle from being seized.

A \$1.50 fee per call will apply.

CHANGE OF ADDRESS VIA THE INTERNET

Have you recently moved?

It is now possible to change your address online. Simply go to the home page of our Web site at www.saaq.gouv.qc.ca. Click on **Changement d'adresse en ligne**, under tab *En vrac...*

Rapid, reliable and efficient, this new service allows you to change your address for the following documents:

- Driver's licence
- Vehicle registration (when you are a vehicle's sole owner)
- Parking permits for handicapped people
- Compensation file if you have been the victim of a road accident



IS THAT IGLOO MOBILE?

Some motorists possibly "forget" to scrape the ice and snow off their vehicle before taking to the road, but the requirement to do so as set out in the Highway Safety Code is not something to shrug off.

Imagine the snowsquall your vehicle generates for the driver behind or the unwelcome surprise of a sheet of ice flying off the roof of your

car to shatter across the windshield of the car following you.

Whether at the wheel of a passenger car or a heavy vehicle, this wintry precaution concerns everyone. Taking the time to clear away ice and snow from your vehicle before setting out could save you from a fine ranging from \$60 to \$100!



Be back in a minute...

But have you ever thought about the person with a disability who might want to park in the spot reserved for him or her?

Be a good citizen.

Don't park in a place reserved for persons with disabilities.



Owners of all-terrain vehicles (ATVs) and snowmobiles

Are you properly insured?

FOR OTHERS

The Act respecting off-highway vehicles requires you to take out civil liability insurance in an amount not less than \$500,000. Offered by private insurance companies, this insurance covers damage caused by your off-road vehicle to others.

FOR YOURSELF

When the Société issues a licence plate for your ATV or snowmobile, it does not collect payment of an insurance premium under Québec's public plan.

The Société does not pay compensation for injuries sustained in an accident involving an ATV or snowmobile, except if there is a collision with a moving passenger vehicle or truck.



To be eligible for compensation for your own bodily injuries or property damage, you must procure supplementary insurance from your insurer. Your injury or damage caused by the other party is covered under that driver's liability insurance.

DRIVING PROHIBITED FOR THOSE AGE 14 AND UNDER

A driver must be at least age 14 to operate this type of vehicle. Between the ages of 14 and 16, drivers must hold a competency certificate, which may be obtained after taking training provided by a Québec snowmobile club or quad club.

The Act respecting off-highway vehicles (which covers motocross bikes), the Regulation respecting snowmobiles and the Regulation respecting all-terrain vehicles come under the authority of Transport Québec. For more information, visit the following Web site: www.mtq.gouv.qc.ca



ARE THE DAYS OF YOUR VEHICLE NUMBERED?

Donate your car to The Kidney Foundation of Canada's Kidney-Car Program. You will be contributing to research and help the many thousands of Quebecers who suffer from kidney disease. An income tax receipt will be issued for your donation and your vehicle will be recycled!

To find the Kidney-Car number for your region, call **1 888 228-8673** or go to www.kidneyquebec.ca

For more information on donating your old car, contact the SAAQ or one of the program's partner agencies:

- Corporation des concessionnaires d'automobiles du Québec;
- CAA-Québec.

MAKE SURE YOU CHOOSE THE RIGHT TIRES FOR WINTER DRIVING

- Between -8 °C and -15 °C, the rubber in all-season tires begins to harden and loses its grip. The same is true of winter tires, but starting at -40 °C, which is quite a difference. Moreover, the grooves on winter tires are deeper and readily discharge snow and mud.
- Install the same type of tire on all four wheels, preferably winter tires.
- Front and rear tires wear at different rates. Switch them.
- Properly inflated tires:
 - reduce gas consumption;
 - enhance vehicle handling;
 - last longer.
- Once a month, check tire pressure when the tires are cold.
- What is the right pressure? Ask your tire dealer or garage man.
- Store tires upright, not flat or stacked, in a cool, dark place.



Did you know that...

Every year, Quebecers cover over 140 billion kilometres in their cars.

VISIT OUR WEB SITE FOR MORE INFORMATION ABOUT:

Child car seats. Is your child right up there? www.saaq.gouv.qc.ca/prevention

Driver fatigue. Keeping your eyes wide open. www.saaq.gouv.qc.ca/prevention

Modified vehicles. Caution required.
www.saaq.gouv.qc.ca/dossier/vehicules_modifies/index.html

Patience and courtesy at the wheel.
www.surete.qc.ca/prevention/impatience_com.html

Right turns on red lights. www.saaq.gouv.qc.ca/prevention

Our automated telephone service

Our automated telephone service is designed to make things easier and can be accessed before or after our call centre's normal business hours.

For no fee, you can:

- schedule, change, cancel or check an appointment for a driving test;
- cancel your driver's licence;
- have your vehicle storage recorded (individuals only);
- obtain a copy of your driving record;
- find out the business hours and addresses of our service centres.

By dialing the following numbers:

(514) 873-7620 in Montréal;

(418) 643-7620 in Québec City, or

1-800-361-7620, toll free, from elsewhere in the province.

The best times to reach our automated telephone service outside of regular business hours are:

Monday to Friday 7:30 a.m. to 8:30 a.m. and 4:30 p.m. to 11:00 p.m.

Saturday 7:30 a.m. to 11:00 p.m.

Sunday noon to 11:00 p.m.

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Your comments are welcome.

Web site: www.saaq.gouv.qc.ca

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