

MINISTÈRE DES TRANSPORTS ET DE LA MOBILITÉ DURABLE

Any person who has suffered damages in connection with an event involving the activities of the ministère des Transports et de la Mobilité durable may file a claim for compensation. You must submit a written notice of claim. An investigation will determine whether the Ministère is responsible and whether you are entitled to compensation. Here's how to make a claim:

1. Claim

Use the [online claim form](#) and select "Damage Claim". You can also send a written request by mail to the following address:

Pôle d'expertise - Réclamation pour dommages
Ministère des Transports et de la Mobilité durable
700, boulevard René-Lévesque Est, 19th floor
Québec (Québec) G1R 5H1

Whether you submit your application online or in person, make sure you have included all the essential information needed to analyze your request:

- Full name;
- Full address;
- Phone number;
- Email address;
- Date and time of the incident or accident;
- Precise location of the incident or accident;
- Description of the event, damage or injury;
- The amount claimed.

2. Analysis

To carry out their investigation, the person responsible for analyzing your claim may ask you for relevant documents in support of the claim, such as:

- Estimated damage;
- Purchase, maintenance, repair and towing invoices;
- Photographs of damage;
- Photographs, sketches, map;
- A copy of the police report;
- Any other supporting documents.

As set out in the [Déclaration de services aux citoyens](#), the Ministère is aiming for a maximum processing time of 60 working days or less. This time may vary depending on the nature and complexity of the request.

3. Written Answer

You will receive a written answer when the analysis is completed.

After the decision

If you are not satisfied with the decision of the Pôle d'expertise en réclamation pour dommages, legal recourse is available to you. However, it is your responsibility to respect the three-year limitation period set out in article 2925 of the [Civil Code of Québec](#).

Special circumstances

- Car collision: In the event of a collision with a Ministère vehicle, whether parked or in motion, you must contact your insurer immediately. This is provided for in section 116 of the [Automobile Insurance Act](#).
- Bodily injury following an automobile accident: All Quebec road users are protected by the [régime public d'assurance automobile du Québec](#). This plan provides benefits in the event of injury or death resulting from an accident that occurred in Québec. Since the principle of compensation takes no account of liability, it is not possible for an individual or company to take legal action against the person responsible for a road accident.

The Ministère's responsibility is not automatic

It is up to you to prove that the Ministère is responsible for the damage and that it was caused by a wrongful act committed by the Ministère. In some cases, damage is excluded by law ([Act respecting roads](#)).

Examples of excluded claims:

- Damage to tires and suspension system of a motor vehicle due to road conditions (section 30);
- Damage to a vehicle caused by the presence of an object on the roadway (section 31);
- Damage caused by the fault of a builder or contractor to whom construction or repair work has been entrusted (section 28).

To contact us:

- By telephone, dial 511;
- Visit our website at <https://www.transports.gouv.qc.ca/>.