

[SXM Letterhead]

November 11, 2016

[Subscriber Name]  
[Subscriber Address]

Dear [Subscriber Name]:

A data security incident has occurred on or about October 31, 2016 that involved a potential intrusion into your credentials in our Online Account Center (the "OAC"). Your Sirius XM customer account number, your street address, email address, nickname of your radio (i.e., your automobile radio) and your *method* of payment for our services (i.e., credit card or check) may have been accessed. **None of your payment card or bank account data has been accessed. That data is not accessible through the OAC.**

Specifically, we discovered that a hacker was able to validate your user name and password to log into the OAC. We have reviewed the incident and we now require an additional authentication method to be utilized before you can access your account (this will include changing your password the next time you log in). Please promptly change your password and further minimize any potential for the hacker to access to any of your account information by going to <http://www.siriusxm.com/forgotpassword> and proceeding according to the instructions on our website.

We are also providing this notice to you so you can take action to minimize the potential harm as a result of this incident. Under state laws you may obtain a copy of your credit report, free of charge, whether or not any unauthorized activity has been or will be detected on your account. Please remain vigilant by reviewing all of your credit card account statements and monitoring your free credit reports, either through a credit reporting service we are providing for you, or by you contacting any one of the national consumer reporting agencies set forth below.

Equifax  
P.O. Box 740241  
Atlanta, Georgia 30374  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

Experian  
P. O. Box 2002  
Allen, TX 7501  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

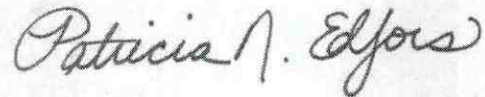
To assist you in your efforts to monitor ID theft, we have engaged EZShield, Inc. to provide you with services for one (1) year from the date of this letter, at our expense.

The services are called EZShield® ID Pro and Internet Monitoring. To obtain these services, please go to <https://myidentity.ezshield.com/activate> and insert code: MYIDXMMAR2016. Alternately you can contact EZShield at 888-439-7453.

We regret any inconvenience caused by this incident. Sirius XM is committed to protecting your sensitive personal information. We are monitoring our processes to prevent similar occurrences.

If you have questions please call Corporate Solutions Team, toll-free at 1-877-966-7726 between 8:00 a.m. and 5:00 p.m. (ET), Monday through Friday.

Sincerely,

A handwritten signature in cursive script that reads "Patricia A. Edfors". The signature is written in dark ink and is positioned above the printed name and title.

Patricia Edfors  
Vice President,  
Information Security, Privacy and  
Compliance



## IDENTITY THEFT RESOURCES GUIDE

**U.S. FEDERAL TRADE COMMISSION (FTC):** The FTC has information about how to avoid identity theft and other steps that consumers can take to protect themselves. Write to: Consumer Response Center, 600 Pennsylvania Ave., NW, H-130, Washington, D.C. 20580; Call Toll-Free: 1-877-IDTHEFT (438-4338); or Visit: <http://www.ftc.gov/idtheft>

**RESIDENTS OF IOWA:** You may contact local law enforcement or the Iowa Attorney General's Office at 1305 E. Walnut St., Des Moines, IA 50319; Tel: (515) 281-5164; or <http://www.iowa.gov/government/ag>

**RESIDENTS OF MARYLAND:** You can obtain information from the Maryland Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

**RESIDENTS OF RHODE ISLAND:** You may obtain information about preventing identity theft from the FTC or the Rhode Island Attorney General's Office at 150 South Main Street, Providence, RI 02903; Tel: (401) 274-4400; or <http://www.riag.ri.gov>

**RESIDENTS OF NORTH CAROLINA:** You can obtain information from the North Carolina Office of the Attorneys General and the Federal Trade Commission about steps you can take to avoid identity theft.

North Carolina Office of the Attorney General  
Consumer Protection Division  
9001 Mail Service Center Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

**RESIDENTS OF OREGON:** State law advises you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**FOR WEST VIRGINIA RESIDENTS ONLY:** The consumer reporting agency may charge a fee to place a freeze or lift or remove a freeze, unless you are the victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

### **“Fraud Alerts” and “Security Freezes”**

**FRAUD ALERT:** You may have the right to place a fraud alert in your file to alert potential creditors that you may be a victim of identity theft. Creditors must then follow certain procedures to protect you; therefore, a fraud alert may delay your ability to obtain credit. An “initial fraud alert” stays in your file for at least 90 days. An “extended fraud alert” stays in your file for 7 years, and will require an identity theft report (usually, a filed police report). You may place a fraud alert by calling any one of the three national consumer reporting agencies:



Equifax: 1-800-525-6285    Experian: 1-888-397-3742    TransUnion: 1-800-680-7289

**SECURITY FREEZE:** Certain U.S. state laws, including in Massachusetts, provide the right to place a security freeze on your credit file, which prevents credit, loans and services from being approved in your name without your consent. Using a freeze may interfere with or delay your ability to obtain credit. To place a freeze, send a request by mail to each consumer reporting agency (addresses below) with the following (if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) Full name, with middle initial and any suffixes; (2) Social Security Number; (3) Date of Birth; (4) proof of current address (such as a utility bill or telephone bill) and list of any previous addresses for the past five years; (5) copy of a government issued identity card, and (6) copy of police report, investigative report or complaint to law enforcement regarding identity theft. The consumer reporting agency may charge a fee up to \$5.00 to place, lift, and/or remove a freeze, unless you are a victim of identity theft or the spouse of a victim, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. The consumer reporting agencies have three business days after receiving your letter to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique PIN or password that can be used by you to authorize the removal or lifting of the security freeze. To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those identified entities or specified period of time. To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three business days after receiving your request to remove the freeze.

Equifax Security Freeze: P.O. Box 105788, Atlanta, Georgia 30348

Experian Security Freeze: P.O. Box 9554, Allen, TX 75013

TransUnion (Fraud Victim Assistance Division): P.O. Box 6790, Fullerton, CA 92834-6790