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Page 1 of 2

AG STRANGE REMINDS CONSUMERS OF MAY 3 DEADLINE FOR SIRIUS XM REFUNDS

(MONTGOMERY) –Attorney General Luther Strange today reminded consumers that the deadline is May 3 to apply for refunds in a settlement with Sirius XM Radio Inc., of New York.

Attorney General Strange, along with the Attorneys General of 45 states and the District of Columbia, announced in December that Sirius XM had agreed to provide restitution to eligible consumers to resolve claims that the satellite radio company engaged in misleading advertising and billing practices and to pay \$3.8 million to the states.

The states' investigation focused on consumer complaints involving: difficulty canceling contracts; cancellation requests that were not honored; misrepresentations that the consumers' Sirius XM service would be canceled and not renewed; contracts that were automatically renewed without consumers' notice or consent; unauthorized fees; higher, unanticipated rates after a low introductory rate; and Sirius XM failing to provide timely refunds.

"I urge any consumers who may be eligible for refunds and have not yet filed a complaint to do so immediately," said Attorney General Strange. "This settlement is important because it is essential that companies be straightforward with consumers and that their customers may rely upon the information provided regarding their transactions. I am pleased that this agreement put into place significant reforms and will provide refunds to compensate eligible consumers."

Consumers who have not previously filed a complaint with their Attorney General or Sirius XM for the practices covered may file a complaint postmarked by May 3 to be considered for restitution. Eligible consumers must file a complaint with the Attorney General's Office or to Sirius XM. Complaints must be concerning conduct from July 28, 2008, to Dec. 4, 2014, and involving an identifiable loss that has not been previously resolved.

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Alabama consumers who have a complaint regarding Sirius XM's business practices addressed by this settlement may contact Attorney General Strange's Consumer Protection Section by calling toll-free to 1-800-392-5658; by writing to 501 Washington Avenue, P.O. Box 300152, Montgomery, AL 36130-0152, Attention: Sirius XM Settlement; or through the Attorney General's website at www.ago.alabama.gov. Consumers can also contact Sirius XM directly with their complaints. Consumers may request forms to file a complaint by mail to P.O. Box 33059, Detroit, MI 48232-5059 or by going to the following web address:
https://listenercare.siriusxm.com/app/answers/detail/a_id/6436/.

In addition to providing refunds, the settlement also put in place significant reforms to the business practices of Sirius XM. Specifically, Sirius XM agreed to:

- Clearly and conspicuously disclose all terms and conditions at the point of sale, such as billing frequency, term length, automatic renewal date, and cancellation policy.
- Make no misrepresentations about the available plans in advertisements.
- Provide advance notice via mail or email about upcoming automatic renewals for plans lasting longer than six months.
- Revise the cancellation procedures to make it easier for consumers to cancel.
- Prohibit incentive compensation for customer service representatives based solely on "saves," or retaining current customers who attempt to cancel.