



AG STRANGE ANNOUNCES SETTLEMENT WITH SIRIUS XM FOR CONSUMER REFUNDS

(MONTGOMERY) –Attorney General Luther Strange, along with the Attorneys General of 45 states and the District of Columbia, announced that Sirius XM Radio Inc. of New York has 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.

“It is essential that companies be straightforward with consumers and that their customers may rely upon the information provided regarding their transactions,” said Attorney General Luther Strange. “I am pleased that this agreement puts in place significant reforms and will provide refunds to eligible consumers.”

The Attorneys General allege that Sirius XM engaged in misleading, unfair, and deceptive acts or practices in violation of state consumer protection laws.

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.

Consumers who have not previously filed a complaint with their Attorney General for the practices covered by this settlement have until May 3, 2015, to file a complaint to be considered for restitution. To be considered for restitution under this settlement, eligible consumers must file a complaint with the Attorney General’s Office or to Sirius. The complaints must be concerning conduct from July 28, 2008, to Dec. 4, 2014, and involving an identifiable loss that has not been previously resolved.

Under the terms of the settlement, an Assurance of Voluntary Compliance, Sirius XM will make significant changes to its business practices. Specifically, Sirius XM agrees 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.

Alabama consumers who have a complaint regarding Sirius XM’s business practices addressed by this settlement are urged to contact Attorney General Strange’s Consumer Protection Section within the next 150 days 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/.