



Sirius XM Radio Inc.
1500 Eckington Place NE
Washington, DC 20002

T: 202-380-4000
F: 202-380-4500

April 6, 2012

BY OVERNIGHT DELIVERY

Attorney General Michael Delaney
New Hampshire Department of Justice
33 Capitol St.
Concord, NH 03301

Re: Sirius XM Radio Inc.'s Notice of Security Breach Pursuant to New Hampshire's Right to Privacy Act, § 359-C:1

Dear Attorney General Delaney:

Pursuant to New Hampshire's Right to Privacy Act § 359-C:1, Sirius XM Radio Inc. ("Sirius") hereby provides notice to the New Hampshire Office of the Attorney General of a security breach involving one (1) of Sirius' customers that lives in the State of New Hampshire.

On March 19, 2012, Sirius' management was alerted to a situation involving one of its contractors, Stream International Global Services Philippines, Inc. ("Stream"), which handles inbound customer service calls for Sirius. In the process of speaking with certain of Sirius' customers, Stream's employees may hear unencrypted credit card information. Management at such call center detected three employees recording such credit card information using methods which are prohibited in the workplace and are in violation of Stream's protocol and Sirius' requirements. Incident reports were prepared and the employees at issue were placed on immediate suspension. Stream has advised us that it intends to pursue charges against the individuals. Stream also caused an investigation to be made of all of its other employees at that site, but has not detected any other unauthorized activity. Upon its receipt of the notification from Stream, Sirius management took action to ensure that all necessary protocols were adhered to and improved, as appropriate, so that similar incidents do not recur.

Sirius believes that the unauthorized users gained access to the names and credit card information of 234 individuals, including one New Hampshire resident. Pursuant to New Hampshire Rev. Stat. § 359-C:1, Sirius will send written notice of the security breach to the one New Hampshire resident by April 6, 2012. The proposed written notice is attached hereto as Exhibit "A."



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As stated above, Sirius has taken steps to control the matter, and has entered into an agreement with a credit monitoring service to monitor the affected persons' credit reports for 24 months.

Sirius will continue to take all steps necessary to minimize any disruption that the security breach may have caused, and to prevent similar incidents in the future. To that end, please feel free to contact me directly toll-free at 1-855-548-1615 if I can provide any further information or assistance.

Sincerely,

A handwritten signature in black ink that reads "Patricia Edfors". The signature is written in a cursive, flowing style.

Patricia Edfors, Vice President
Information Security, Privacy and
Compliance

Enclosure

cc: Patrick Donnelly
Executive Vice President, General Counsel
and Secretary

April 6, 2012

Dear (Customer Name):

We have learned of a data security incident that occurred on March 19, 2012 that involved the wrongful transcription of your credit card information. Specifically, we discovered that three employees of a call center which provides customer service for us made a note of your credit card information.

We are notifying 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. We advise you to 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

Experian

P. O. Box 2002

Allen, TX 7501

1-888-397-3742

www.experian.com

TransUnion

P.O. Box 2000

Chester, PA 19022

1-800-888-4213

www.transunion.com

To assist you in your efforts to review your credit reports, we have engaged Trust ID, Inc. to provide you with a credit monitoring service for two (2) years from the date of this letter, at our expense. To obtain that service, please go to www.trustedid.com/protection and insert code: SRXMMARIDA5K. Alternatively, you can contact Trust ID, Inc. toll-free at 1-888-548-7878.

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

If you have questions please call Radhika Giri, Senior Manager, Corporate Customer Relations toll-free at 1-855-548-1615 between 8:00 a.m. and 5:00 p.m. (ET), Monday through Friday.

Sincerely,

Patricia Edfors, Vice President,
Information Security, Privacy and
Compliance

RESIDENTS OF ILLINOIS: The toll-free number, address and website address of the Federal Trade Commission is: 600 Pennsylvania Ave., NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/bcp/edu. You can obtain information from the consumer reporting agencies (at the contact information provided in the body of the letter) and the FTC about fraud alerts and security freezes.

RESIDENTS OF IOWA: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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

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

RESIDENTS OF MASSACHUSETTS AND WEST VIRGINIA:

You have the legal right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.Experian.com); and TransUnion (www.transunion) by regular, certified or overnight mail at the following addresses: Equifax Security Freeze, P.O. Box 105788, Atlanta, Georgia 30348; Experian Security Freeze, P.O. Box 9554, Allen, TX 75013; and Trans Union Security Freeze, Fraud Victim Assistance Department, P.O. Box 6790, Fullerton, CA 92834. The following information must be included when requesting a security freeze (for you and your spouse, if applicable): (i) full name; (ii) social security number; (iii) date of birth; (iv) current address and addresses for previous five years; (v) proof of current address such as a current utility bill or telephone bill; (vi) photocopy of a government issued identification card; and (vii) any applicable incident report or complaint with law enforcement if you are the victim of identity theft, or if you are not the victim of identity theft, appropriate payment for the security freeze. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. 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. To remove the security freeze, you will have to send a written request to each of the credit bureaus with appropriate identification.

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

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

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