



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

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

March 17, 2016

STATE OF NH  
DEPT OF JUSTICE  
2016 MAR 21 AM 10:00

**BY OVERNIGHT DELIVERY**

Attorney General Joseph Foster  
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 Foster:

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 resolved security breach involving one (1) of Sirius' customers that lives in the State of New Hampshire.

In February 2016, certain Sirius employees became aware that a data security incident occurred that involved a potential intrusion into the credentials of one (1) New Hampshire resident into its online accounts at SiriusXM (the "OAC"). The customer's Sirius XM customer account number, street address, email address, nickname of the customer's radio (i.e., an automobile radio) and the customer's method of payment for the SiriusXM services (i.e., credit card or check) may have been accessed. No payment card or bank account data was accessed or is included in the OAC. An outside hacker was able to validate the customer's user name and password to log into the OAC. We have reviewed the incidents and we now require an additional authentication method to be utilized before a customer can access his account (such as requiring a password change).

Sirius believes that the unauthorized users gained access to the names and log-in credentials of 165 individuals, including one New Hampshire resident. Pursuant to New Hampshire Rev. Stat. § 359-C:1, Sirius has/will send written notice of the security breach to the one New Hampshire resident by March 17, 2016. The written notice is attached hereto as Exhibit "A."

Sirius has entered into an agreement with a credit monitoring service to monitor the affected persons' credit reports for 12 months.



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Sirius will continue to take 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 blue ink that reads "Patricia A. Edfors".

Patricia Edfors, Vice President  
Information Security, Privacy and  
Compliance

Enclosure

cc: Patrick Donnelly  
Executive Vice President and General Counsel

# EXHIBIT A

[SXM Letterhead]

March 17, 2016

[Subscriber Name]  
[Subscriber Address]

Dear [Subscriber Name]:

A data security incident has occurred 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 incidents 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 [www.siriusxm.com/forgotpassword](http://www.siriusxm.com/forgotpassword) and proceeding according to the instructions on our website.

Although none of your payment card or bank card account data has been accessed, 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 by 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 75013  
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., at our expense, to provide you with services for one year from the date of this letter. 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 our 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,

Patricia Edfors  
Vice President,  
Information Security, Privacy and  
Compliance

**RESIDENTS OF ILLINOIS:** You can obtain information from the Federal Trade Commission about steps you can take to avoid identity theft.

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 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](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](http://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. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. 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.

If you have been the victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

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](http://www.equifax.com)); Experian ([www.Experian.com](http://www.Experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) 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 with middle initial and any suffixes; (ii) social security number; (iii) date of birth; (iv) current address and any previous addresses for the past five years; (v) proof of current address such as a current utility bill or bank or insurance statement; (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. To remove the security freeze, you will have to send a written request to each of the credit bureaus with appropriate identification.

**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.

**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](http://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.