LISTENER CARE

DIRECT YOUR CUSTOMERS TO SIRIUSXM.COM

Many Listener Care transactions can be handled online, whether on a desktop or a mobile device. Listeners only need their Radio ID to register or manage their account and they will have the ability to:

› Subscribe or manage their account
› Send a refresh signal to their radio
› Make a payment
› Change their subscription package
› Setup their username and password for online listening

Your customers can always get answers to their most frequently asked questions at siriusxm.com/faq.

They also have the option to chat with a live agent if they have questions while trying to complete any of these transactions online.

If needed, they may contact SiriusXM Listener Care by phone at 1-877-447-0011.

ADDITIONAL HELP FOR YOUR CUSTOMERS

REMIND CURRENT SIRIUSXM SUBSCRIBERS TO VISIT SIRIUSXM.COM/TRANSFER OR CALL THE DEDICATED LOYAL LISTENER HOTLINE AT 1-855-236-9236.

They may add a new vehicle to their account, transfer any unused service or deactivate a vehicle they no longer own.

Make sure they have the Radio ID or VIN for the new vehicle.