

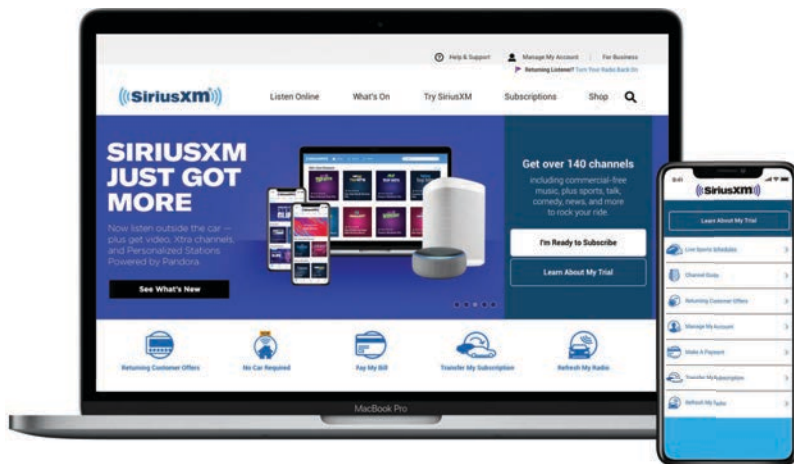


# LISTENER CARE

## 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



## ADDITIONAL HELP FOR YOUR CUSTOMERS

Your customers can always get answers to their most frequently asked questions at [siriusxm.com/faq](https://www.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**.

## A DEDICATED EXPERIENCE FOR RETURNING SUBSCRIBERS

Remind current SiriusXM subscribers to visit [siriusxm.com/transfer](https://www.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.