

Thomas Cook (India) Limited

11th Floor, Marathon Futurex
N. M. Joshi Marg, Lower Parel (East),
Mumbai - 400 013.
Board No.: +91-22-4242 7000
Fax No. : +91-22-2302 2864



Thomas Cook (India) Limited Complaint Redressal Mechanism - Escalation Matrix

Sl. No.	Primary Contact / Escalation	Contact Details
1.	Primary Contact – Registrar and Share Transfer Agent (RTA):	<u>MUFG Intime India Private Limited:</u> C-101, 1st Floor, 247 Park, Lal Bahadur Shastri Marg, Vikhroli (West), Vikhroli West, Mumbai – 400 083 Tel: + 91 22 49186000 Fax.: +91 22 49186060 Email: csg-unit@in.mpms.mufig.com
2.	1st Escalation - Share Services Department (Share Department) of Thomas Cook (India) Limited	<u>Share Services Department (Share Department):</u> Thomas Cook (India) Limited 11th Floor, Marathon FutureX, NM Joshi Marg, Lower Parel (East), Mumbai Maharashtra 400013 Tel: +91 22 42427000 Fax: +91 22 23022856 E-mail: sharedept@thomascook.in
3.	2nd Escalation - Designated official of the Company for Investor Grievance:	<u>Mr. Amit J Parekh - Company Secretary & Compliance Officer:</u> Thomas Cook (India) Limited 11th Floor, Marathon FutureX, NM Joshi Marg, Lower Parel (East), Mumbai Maharashtra 400013 Tel: +91 22 66091700 Fax: +91 22 23022856 E-mail: sharedept@thomascook.in

Holidays | Foreign Exchange | Business Travel | MICE | Value Added Services | Visas

Registered & Corporate Office:

Thomas Cook (India) Limited, 11th Floor, Marathon Futurex, N. M. Joshi Marg, Lower Parel (East), Mumbai - 400 013.
Email id: enquiry@thomascook.in CIN No.: L63040MH1978PLC020717
www.thomascook.in

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4.	3 rd Escalation – SEBI SCORES or Online Dispute Resolution (ODR) Platform	In case the Complaint stands unresolved / not resolved up to the satisfaction of Investor(s), they may lodge a complaint with: a. <u>SEBI Complaint Redress System (SCORES):</u> https://scores.sebi.gov.in Toll free number: 1800 266 7575 b. <u>Online Dispute Resolution (ODR) Platform:</u> https://smartodr.in/login
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