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

May 19, 2023

The Manager, Listing Department BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Scrip Code: 500413

Fax No.: 2272 2037/39/41/61

Dear Sir/ Madam,

The Manager,
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot No. C/1,
G Block, Bandra-Kurla Complex, Bandra (E),
Mumbai – 400 051

Thomas Cook

Fax No.: 2659 8237/38

Scrip Code: THOMASCOOK

Sub: Analysts and Investors Earning Conference Call Presentation

In furtherance of our intimation dated May 12, 2023 giving intimation on the "Q4 & FY23 earnings conference call for the analysts and investors, scheduled on Friday, 19th May, 2023 at 03:00 p.m. IST", please find enclosed the investor presentation, to be presented before Analysts and investors.

This is for your information and records.

Thank you.

Yours faithfully, For **Thomas Cook (India) Limited**

Amit J. Parekh

Company Secretary and Compliance Officer

Encl.: a/a

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

Thomas Cook (India) Limited delivers Record Operating Profits for FY23

growth in Q4FY23



growth in Q4FY23

Highlights for FY23

growth in Q4FY23

- The Group's Operating EBITDA grew significantly to Rs. 2.7 Bn for FY23 against a loss of Rs. 1.2 Bn in FY22. Growth driven by Foreign Exchange & Travel Businesses (Thomas Cook); Hospitality (Sterling Holidays)
- Consolidated Total Income from Operations grew YoY by 163% in FY23 to Rs. 51 Bn
- Sterling Holidays registered Highest EBITDA & PBT since inception: EBITDA at Rs 1.1 Bn for FY23; PBT at Rs. 659 Mn Vs Rs. 436 Mn in FY22
- Focus on Cost Optimization saw annualized savings of Rs.3.71 Bn for FY23, representing a 20% reduction in costs Vs FY20 (Pre Pandemic). The Group maintains a strong financial position, with Cash & Bank balances of Rs. 10.1 Bn as of March 31, 2023

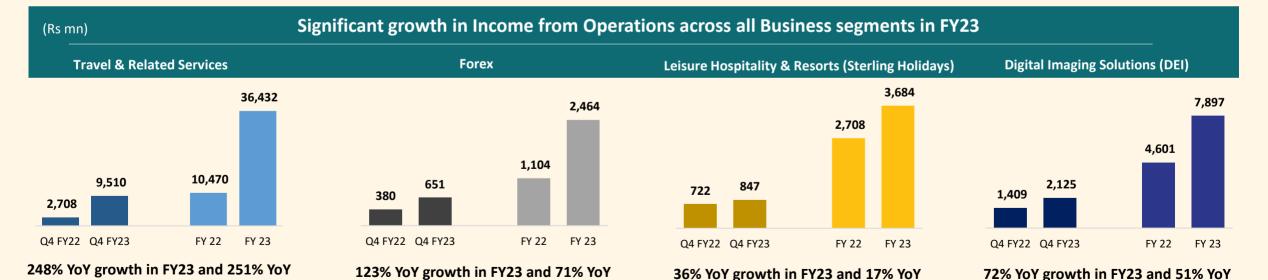
Highlights for Q4 FY23

- The Group's Operating EBITDA at Rs. 518 Mn Vs Rs. 239 Mn in FY22
- Standalone Operating EBITDA for TCIL at Rs. 205 Mn Vs Rs. 28
 Mn for Q4 FY22
- For Q4 FY23 Consolidated Total Income from Operations grew by 150% YoY to Rs. 13.2 Bn

 FY23
 Total Income from Operations
 Operating EBITDA
 Operating PBT*

 Rs 51,112 mn
 Rs 2,767 mn
 Rs 635 mn

 +162.6% YoY
 Vs Rs (1,257) mn in FY22
 Vs Rs (3,159) mn in FY22



^{*} The company's performance as reported in the SEBI results format will differ as the underlying Operating Performance has been calculated after adjusting for the impact of Rs.353 Mn for FY23 and Rs. 40 Mn for FY22. as a result of the Mark to Market, non-cash, non-operational loss arising from the shares in Quess Corp Limited, held by its Employee Benefit Trust.

Calculated on the basis of Operational PBT

growth in Q4FY23



Group's Operating Performance surpassed FY20 Levels in FY23

Particulars	Consolidated (YTD)				
	FY23	FY22	FY20		
Operating EBITDA	277	-126	251		
EBITDA %	5.4%	-6.5%	3.6%		
Operating PBT	64	(316)	(0)		

Particulars	Standalone (YTD)				
	FY23	FY22	FY20		
Operating EBITDA	119	-71	104		
EBITDA %	7.9%	-20.3%	4.8%		
Operating PBT	56	(114)	33		

Particulars	Consolidated (QTD)				
	Q4FY23	Q4FY22	Q4FY20		
Operating EBITDA	52	24	21		
EBITDA %	3.8%	4.4%	1.9%		
Operating PBT	(1)	(24)	(43)		

Double vilous	Standalone (QTD)				
Particulars	Q4FY23	Q4FY22	Q4FY20		
Operating EBITDA	21	3	-3		
EBITDA %	4.8%	2.8%	-1.4%		
Operating PBT	3	(9)	(21)		

Consolidated Cash Balance	1,010	640	1,117



Thomas Cook (India) Limited (TCIL)

Q4 & FY23 Earnings Presentation

















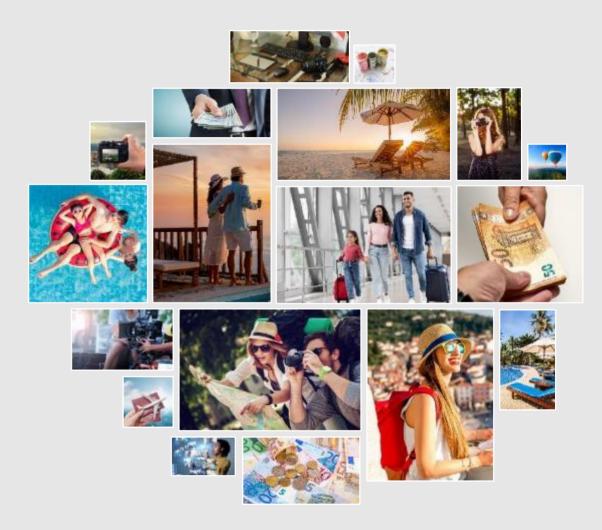












Thomas Cook (India) Limited (TCIL)

BSE: 500413 | NSE: THOMASCOOK

Thomas Cook India Group at a glance





Foreign Exchange & Related Services

- Retail & Wholesale
- > Forex Cards
- Remittance



Digital Imaging Solutions

DigiphotoEntertainmentImaging Ltd. (DEI)



Travel & Related Services

B2C:

Leisure Holidays (Domestic & Outbound)

B2B:

MICE, Corporate Travel,
Destination Management
Services – DMS
(India + International)

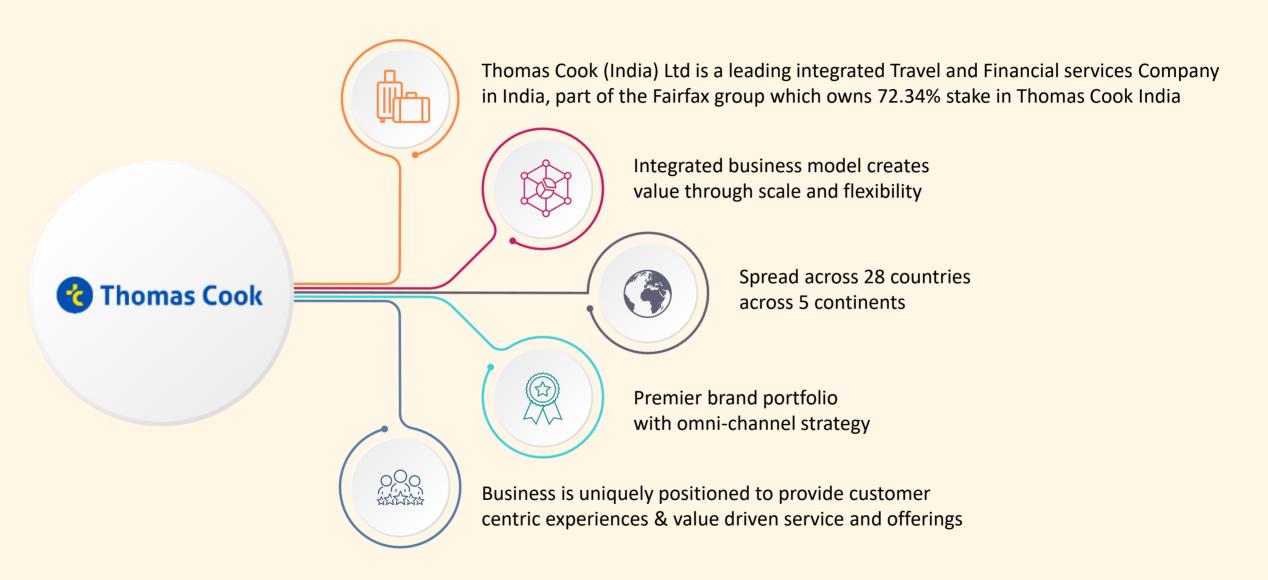


Leisure Hospitality & Resorts

Sterling Holiday
Resorts Limited



























Key Highlights



Rapid recovery and growth registered across businesses (turnover):

Business Segments	FY23 Recovery Vs Pre pandemic	FY23 Growth YoY
Foreign Exchange	82%	104%
Travel Services Overall	78%	238%
 Travel Services – India (Holiday, MICE & Corporate Travel) 	77%	271%
 Travel Services Destination Management Services (DMS) (India & International) 	101%	185%
Leisure Hospitality & Resorts business (Sterling Holidays)	137%	33%
Digital Imaging Solutions (DEI)	177%	108%

Managing Director's comments- FY23

Mr. Madhavan Menon, Chairman and Managing Director, Thomas Cook (India) Ltd *said*

"I am delighted to share the strong results for FY23 for the Group, with a record Operating EBITDA at Rs. 2.7 Bn Vs a loss of Rs. 1.2 Bn in FY22. Total Income from Operations also grew annually by 163% in FY23 to Rs 51 Bn. This commendable performance, was led by Thomas Cook India - registering its highest Operating EBITDA & Operating PBT in a decade & Sterling Holidays - recording its highest EBITDA & PBT since the company's inception.

Our focus through the year has been on driving trading volumes, margin expansion, improved productivity via digital solutions and effective cost optimization measures to achieve this. Given the strong forward booking funnels, across business segments & geographies, we are confident of a strong performance in the coming quarters as well."

Update on Business operations : Forex



Wholesale

- Banks and large financial institution
- Forex agents

Retail

- Prepaid cards
- FX for leisure
- FX for Corporates
- Airports

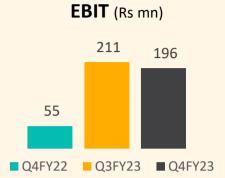
Remittance

- International Money Transfer
- Remittance To India

Forex Q4FY23 Q3FY23 93% 90% Recovery from Q4 FY20 Recovery from Q3 FY20

Revenue from Operations (Rs mn)





- Strong Retail growth: 81% YoY; recovery 97% Vs pre pandemic
- Overseas education segment at 162% YoY; growth 38% Vs pre pandemic
- On-boarded 572 new B2B partners for FX Mate in FY23
- Launched FX Now Corporate booking tool and B2C mobile app offering a suite of Foreign Exchange services to customers on the go
- Enabled UPI transactions for foreign nationals from G20 nations in collaboration with Pine Labs and NPCI – at all airport counters and retail outlets pan India

Digital Progress

- New prepaid card issuance up by 228% YoY; growth of 29% Vs pre pandemic
- Card loads grew by 172% YoY

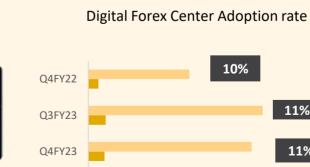
■ Total Retail Transactions ■ Digital Forex Center

Card Loads

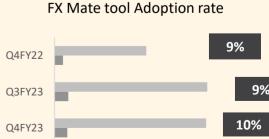
1.7x







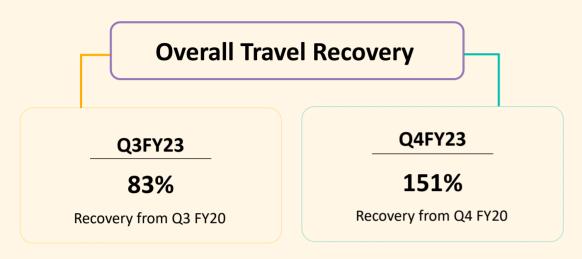
11% 11%

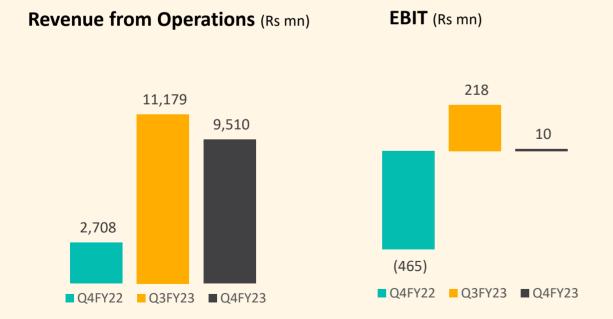


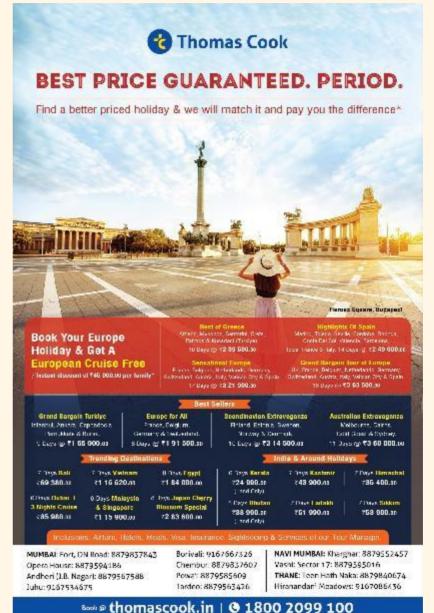
■ Total Channel Transactions ■ FX Mate Tool

Update on Business operations : Travel & Related Services











Haray Subhash Place: 47th 450994 | Learn Hagar: 6117 (1009)

******** thomascook.in

Update on Business operations: Travel & Related Services



Corporate Travel

Q3FY23

106%

Recovery from Q3 FY20

Q4FY23

157%

Recovery from Q4 FY20

Corporate Travel:

Leisure Travel:

- FY23: Travel turnover grew by 213% YoY; surpassing pre pandemic levels for the quarter
- Acquisition of 57 new accounts across sectors like Engineering, IT/ITS, Manufacturing, Media-Entertainment, Telecommunications, Automobiles, Banking & Finance, Consulting, Oil & Gas, Infrastructure, etc.

FY23: Marked improvement in sales with 235% YoY growth; recovery of 42% Vs pre pandemic levels

Readymade Holidays designed for new age travellers seeking experiences, with immediate end-to-end fulfilment

Introduced Easy Visa Holidays to short haul outbound destinations to counter visa challenges for long haul

Over 50% adoption by clients on the corporate self-booking tool

Launched new chatbot backed by ChatGPT

Domestic Holidays

Q3FY23 89%

Recovery from Q3 FY20

Q4FY23

139%

Recovery from Q4 FY20

International Holidays

Q3FY23

60%

Recovery from Q3 FY20

Q4FY23

128%

Recovery from Q4 FY20

MICE:

FY23: Significant growth of 711% YoY; 85% recovery Vs pre pandemic

Introduced new destinations like Greenland, Vietnam, Iceland, etc.

Managed over 600 groups – including sizeable movements of between 100 to 3000 delegates

With the fall in average age of customers, launched a new campaign focusing on Gen Z

Strong focus on Domestic Tourism – including spiritual tourism, outdoor-adventure trips, etc.

- Empaneled as event partner for the G20 Summit; 23 events managed across 20 cities
- Handled 20,500 customers for Khelo India 2023; managed Digital Yoga Exhibition for Govt. of India; event for ground breaking ceremony for world's first World Health Organization (WHO) Global Centre for Traditional Medicine
- Sporting Events: multiple corporate groups for T20 World Cup and FIFA World Cup 2022
- Several Inbound groups and event in NCR and Mumbai 6700 delegates from over 130 countries

MICE

Q3FY23

108%

Recovery from Q3 FY20

Q4FY23

187%

Recovery from Q4 FY20





Q3FY23 Recovery from Q3 FY20 DMS^ Travel segment Recovery Q4FY23 176% Recovery from Q4 FY20

India - Travel Corporation (India) Limited:

- Recovery of 53% in turnover for FY23 Vs pre pandemic. The top 5 markets for the quarter were UK, France, Russia, Germany and USA contributing 61% of the overall business
- Forward pipeline is robust with the expectation of surpassing pre pandemic levels in FY24
- Sita's 60th anniversary celebrated across the office network with the launch of Travart (new digital future ready platform) on March 23, 2023

Africa - Private Safaris:

- East Africa Healthy sales throughout the year supported by good volumes from traditional markets such as Germany, US, UK, France. Decent volumes were also seen from France, Romania and India. Due to strong financial performance, the entity repaid the entire outstanding balance of its parent loans which were taken for supporting operations during the pandemic
- **South Africa** Key European markets saw volumes gradually increase during the year which resulted in significantly better performance as compared to previous year

Middle East - Desert Adventures:

 Saw significantly higher volumes during the year as compared to previous year primarily driven by CIS countries, OTA business, LATAM and India markets. MICE has also shown healthy volumes during the year

USA - Allied TPro:

Volumes during the year were driven by European market and FIT. Entered into a 50:50 joint venture agreement with New World Travel, Inc. in December quarter. The new JV company, Allied New World, was set up to leverage the strengths of both companies to drive productivity and accelerate growth in the post pandemic era

Asia Pacific - Asian Trails:

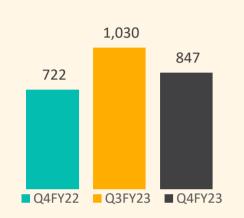
• Sales saw an uptick during the year due to re-opening of key destinations viz. Thailand, Indonesia, Vietnam, Malaysia, Singapore and Cambodia. Gradual increase in sales has resulted in a decent recovery from pre pandemic level especially in last quarter

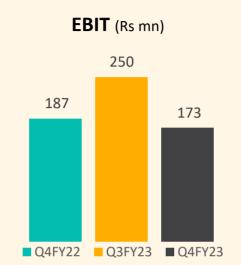
^(India & International)



Update on Business operations: Leisure Hospitality (Sterling Resorts)

Revenue from Operations (Rs mn)





- 9th consecutive profitable quarter
- 19% growth in EBITDA for FY23 Vs FY22; 6x growth Vs pre pandemic
- On a YoY basis: 39% growth in ARR; 55% growth in F&B spends
- Occupancy was at 58% for Q4 FY23
- Guest ratio to members grew by 62% Vs 47% pre pandemic; 59% YoY giving an upside on revenues
- Resort revenues increased by 70% Vs pre pandemic; 43% YoY
- Expanded and scaled distribution of resort inventory and room rates using Sterling One platform that added significant volumes to existing business
- New resorts launched in Q4 FY23: Chail and Haridwar
- Accelerated focus on digitalisation: Sterling One platform for bookings on the go, Robotic automation tool, bots facilitating efficiencies at an operating level, Cloud based PMS

Resort Occupancy

61% v/s 52% in FY22

FY23: Rs 6,268 (22% increase y-o-y)

Guest ratio

62% v/s 59% in FY22

Network

Average Room Rate (ARR)

40 Resorts; 2,471rooms
15 Owned resorts, 10 Leased resorts
& 15 Management contract

Membership Business

Onsite sales in FY23 moves up to 52% from 30% in FY22 AUR higher by 7% over previous year



Leisure Hospitality (Sterling Resorts) – New resorts











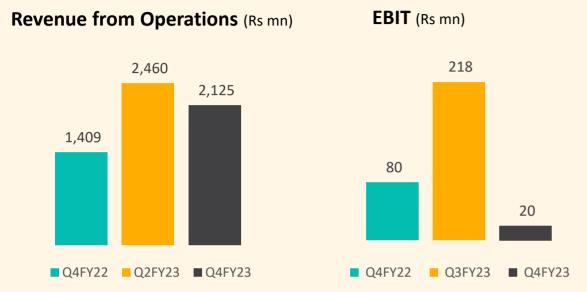


Leisure Hospitality & Resorts (Sterling Resorts): Network

	Hill Station	Beach	Waterfront	Heritage	Jungle	Adventure
North	 Mussoorie Nainital Kufri Manali Chail		RishikeshDe LailaSrinagar	• Haridwar	CorbettKanhaSariskaPadam Pench	
East	DarjeelingGangtokKalimpong			• Puri		
Vest	• Lonavala • Mount Abu	• Goa – Varca • Karwar			• Rudra Gir	Sajan (NT)Durshet (NT)Dabhosa (NT)Kundalika (NT)
South	 Anaikatti Munnar Yelagiri Yercaud Ooty – Elk Hill Ooty – Fern Hill Kodai – Lake Kodai - Valley 		• Palavelli – Godavari • Alleppey	GuruvayurArunai AnanthaTiruvannamalaiMadurai	• Thekkady • Wayanad	







- Robust recovery led by strong momentum represented by higher footfalls and resultant captures in the majority of its geographies
- Continued focus on adding new/renewing partnerships and new geographies to the portfolio

Key Highlights

- During the year, DEI signed 28 new agreements across various geographies viz.
 Middle East, India, USA, South East Asia etc. Notable new partnerships were Snow
 Oman, Sheikh Zayed Grand Mosque, LEGOLAND Malaysia, Trans Snow World
 Surabaya in Indonesia, Snow Kingdom Hyderabad in India, Museum of Science &
 Industry, Chicago USA, etc.
- Key partnership renewals were Mandai Wildlife Reserve in Singapore, Mövenpick Resort Kuredhivaru in the Maldives and Wild Wadi Waterpark, UAE
- DEI was the imaging partner for many festive events in UAE, noteworthy being Dubai Festive City Market, Souq Madinat Festive Market, Caesar's Palace Christmas Brunch, Jumeirah Beach Hotel Christmas Brunch, Atlantis Dubai New Year's Eve Gala, Madinat Jumeirah's New Year's Eve Gala, Jumeirah Beach Hotel New Year's Eve Gala and Burj Al Arab New Year's Eve Gala
- In a notable milestone, DEI has launched its first-ever B2C attraction The Dubai Balloon



We are across the world



3

Continents

20

Countries

134+

Partners

2200+

Team Members

250M

Smiles Per Year



We are trusted by the leading brands in the world





UAE

- Adrenark Adventure Park
- Arabian Adventures
- At the Top, Burj Khalifa
- Atlantis Dubai
- Bollywood Parks
- Centara Mirage
- Dubai Frame
- Dubai Miracle Garden
- Global Village
- IMG Worlds of Adventure
- Inside Burj Al Arab
- Jumeirah Beach Hotel
- KidZania Dubai/Abu Dhabi
- LEGOLAND Dubai
- MotionGate
- National Aguarium Abu Dhabi
- Sheikh Zayed Grand Mosque
- Ski Dubai
- Sky Views Observatory
- Snow Penguins
- The View at the Palm
- Wild Wadi Waterpark



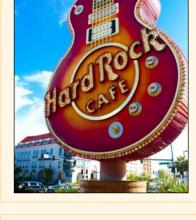
Egypt

- Kidzania
- Ski Egypt
- Snow City



DR Congo

Aqua Splash



USA

- 360 Chicago
- Anakeesta
- Delta River Boats
- Gavlord Hotels
- Great Smokey Mountain Wheel
- Gulfarium
- Hard Rock Café
- Mangos Tropical Café
- Museum of Science and Industry Chicago
- Pittsburgh Zoo & Aquarium
- Rock City
- The Henry Ford Museum
- The Incline Railway



Kuwait

Kidzania



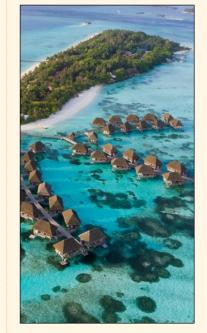
Kingdom of Saudi Arabia

Loopagoon Water Park



The Bahamas

Atlantis Paradise Islands



Maldives

- Alila Kothaifaru
- **Anantara Maldives Resorts**
- **Emerald Faarufushi**
- InterContinental Maldives Maamunagau Resort, an IHG Hotel
- IW Marriott Maldives Resort & Spa
- Kuda Villingili Resort
- Olhuveli Beach & Spa
- The St. Regis Maldives Vommuli Resort
- Sheraton Maldives Full Moon Resort & Spa
- The Westin Maldives Miriandhoo Resort
- Taj Exotica Resort & Spa
- The Residence Maldives
- Velassaru Maldives
- W Maldives
- Westin Miriandhoo



Thailand

- Andamanda Phuket
- Aguaria Central Phuket
- Ramayana Waterpark
- Vana Nava Waterpark

We are trusted by the leading brands in the world





India

- Girnar Ropeway
- Lokaranjan
- Marine Kingdom
- Ramoji Film City
- Snow Kingdom
- Snow World
- Statue of Belief
- Wonder La



Mauritius

- Heritage Le Telfair Golf & Wellness Resort
- JW Marriott Mauritius Resort
- Outrigger Mauritius Beach Resort
- Shanti Maurice Resort & Spa



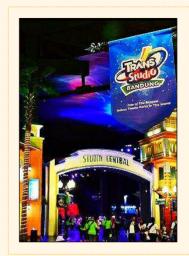
Singapore

- Mandai Wildlife Reserve
- Marina Bay Sands
- Mount Faber Peak
- Resorts World Sentosa
- S.E.A. Aquarium
- Sky Helix
- Universal Studios Singapore



Malaysia

- Aquaria KLCC
- Club Med Cherating
- Genting Cable Car
- KL Tower
- Komtar
- Langkawi Skycab
- LEGOLAND Malaysia
- Penang Hill
- Petronas Twin Towers
- Petrosains
- Skytropolis
- Sunway lagoon



Indonesia

- Bali Bird Park
- Bali Zoo
- Holiday Inn
- Intercontinental Bali
- Jakarta Aquarium
- Le Meridien
- Mandapa, a Ritz-Carlton Reserve
- Solo Safari
- Trans Snow World
- Trans Studio
- Waterbom Bali



Oman

- Oman Aquarium
- Snow Oman



Macau SAR

- The Venetian Macao
- The Parisian Macao
- Macau Tower



Bangladesh

Mana Bay Waterpark



Hong Kong SAR

Ngong Ping 360



South Korea

■ LEGOLAND Korea



China

- Shanghai Disney Resort
- Universal Beijing Resort





















Q4 & FY23 Performance



Results – Q4 & FY23 Consolidated

Particulars (Rs. mn)	Q4 FY23	Q3FY23	Q4FY22	у-о-у (%)	FY23	FY22	у-о-у (%)
Income from Operations	13,132	15,363	5,221	151.5	50,477	18,883	167.3
Other Income	107	260	67	59.4	635	578	9.9
Total Income from Operations	13,239	15,624	5,288	150.4	51,112	19,461	162.6
Expenses							
- Cost of services	9,343	11,179	3,022	209.2	35,940	11,933	201.2
- Employee benefits expense	2,013	2,071	1,446	39.2	7,698	5,825	32.2
- Other expenses							
i. Mark to market loss on Investment	50	285	247	(79.8)	353	40	778.8
ii. Others	1,365	1,189	581	135.0	4,707	2,960	59.0
Total Expenses	12,771	14,724	5,296	141.2	48,698	20,758	134.6
EBITDA	469	899	(8)	-	2,414	(1,297)	-
Depreciation / Amortization	299	323	308	(2.9)	1,240	1,287	(3.6)
EBIT	170	576	(315)	-	1,174	(2,584)	-
Interest and Finance cost	232	278	172	34.3	891	616	44.8
Exceptional Items		_	(30)	-	(20)	(30)	-
PBT	(62)	298	(518)	-	262	(3,229)	-
Tax expense	46	35	(5)	-	165	(683)	-
PAT	(107)	263	(513)	-	98	(2,546)	-
Share of Profit / (loss) of associates (net of income tax)	5	2	10	-	6	7	-
Reported PAT	(102)	265	(503)	-	104	(2,539)	-



Results – Q4 & FY23 Consolidated

Particulars (Rs. mn)	Q4 FY23	Q3 FY23	Q4 FY22	у-о-у (%)	FY23	FY22	у-о-у (%)
Segment Revenue							
(a) Financial Services	651	695	380	71.0	2,464	1,104	123.3
(b) Travel and Related Services	9,510	11,179	2,709	251.1	36,432	10,470	247.9
(c) Leisure Hospitality & Resorts business	847	1,030	722	17.2	3,684	2,708	36.0
(d) Digiphoto Imaging Services	2,125	2,460	1,409	50.8	7,897	4,600	71.6
Total	13,132	15,363	5,221	151.5	50,477	18,882	167.3
Segment Results (EBIT)							
(a) Financial Services	196	211	55	258.8	724	(32)	-
(b) Travel and Related Services	10	218	(465)	-	85	(2,512)	-
(c) Leisure Hospitality & Resorts business	173	250	187	(7.8)	790	582	35.8
(d) Digiphoto Imaging Services	51	218	80	(36.4)	465	(65)	-
Total	430	897	(143)	-	2,063	(2,027)	-
Less: Interest and Finance expenses	232	278	172	34.3	891	616	44.8
Less : Common Expenditure	260	320	173	50.6	889	556	59.8
PBT before exceptional	(62)	298	(488)	-	283	(3,199)	-
Add: Exceptional Items	-	-	(30)	-	(20)	(30)	-
PBT	(62)	298	(518)	-	262	(3,229)	-

Contact Us



For further information please contact

Debasis Nandy

President and Group CFO

Tel: +91 22 4242 7000

Email: Debasis.Nandy@thomascook.in

Corporate Identification No: L63040MH1978PLC020717

Investor e-mail id: sharedept@thomascook.in

Website: www.thomascook.in

Urvashi Butani

General Manager-Investor Relations

Tel: +91 22 4242 7095

Email: Urvashi.Butani@thomascook.in

Regd. Office: Thomas Cook India Ltd, Marathon Futurex, A Wing, 11Th & 13th Floor, N.M. Joshi Marg, Lower parel

(E), Mumbai 400013

About Thomas Cook (India) Limited:

Set up in 1881, Thomas Cook (India) Ltd. (TCIL) is the leading integrated travel and travel related financial services company in the country offering a broad spectrum of services that include Foreign Exchange, Corporate Travel, MICE, Leisure Travel, Insurance, Visa and Passport services and E-Business. It operates leading B2C and B2B brands including Thomas Cook, SOTC, TCI, SITA, Asian Trails, Allied T Pro, Australian Tours Management, Desert Adventures, Luxe Asia, Kuoni Hong Kong, Sterling Holiday Resorts Limited, TC Forex, Distant Frontiers, TC Tours, TC Visa, Travel Circle International Limited, Ithaka, Digiphoto Entertainment Imaging (DEI), Private Safaris East & South Africa.

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