

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



August 21, 2024

The Manager,
Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001
Scrip Code: 500413
Fax No.: 2272 2037/39/41/61

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
Scrip Code: THOMASCOOK
Fax No.: 2659 8237/38

Dear Sir/ Madam,

Ref: Press Release – Intimation under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

We are enclosing herewith the Press Release dated August 21, 2024 titled, “Thomas Cook India and SOTC Travel launch Customer Self-Service app Empowering holiday customers with end-to-end post-booking services”.

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

Thomas Cook India and SOTC Travel launch Customer Self-Service app Empowering holiday customers with end-to-end post-booking services

- Comprehensive details, real-time updates and tracking of holiday bookings
- Access and download key documents - visas, itineraries, tickets, hotel vouchers, invoices, receipts

Mumbai, August 21, 2024: Building momentum on its digital-first strategy, Thomas Cook (India) Limited - India's leading omnichannel travel services company and its Group Company, SOTC Travel, have launched a Customer Self-Service (CSS) holiday app. Available for both iOS and Android users, the app offers customers a seamless end-to-end post-booking experience.

Traditionally, the post booking process was time-consuming and stressful for customers – involving coordinating for various elements including visas (getting details on documents required, visa forms, processing time and tracking), flights, hotel vouchers, itinerary, attractions, invoices and receipts. Hence, Thomas Cook and SOTC's innovative CSS app will now serve to empower customers with a convenient, easy-to-access interface - making their post-booking experience simple and intuitive.

Having piloted the CSS app in April 2024, the app has seen significant enhancements and currently enjoys a strong customer adoption of 50%.

Key features of the Customer Self-Service app:

- **Comprehensive Booking Details:** Customers can view all aspects of their booked trips, including flights, hotel reservations, sightseeing schedules, transportation, guides, and meal preferences
- **Instant Accessibility:** Round-the-clock access from any location
- **Travel Documentation:** Customers can now access important travel documents such as flight tickets, visa document requirements, process and downloadable forms, hotel vouchers, and insurance details on the go
- **Real-Time Updates:** invaluable visa status tracker, updates on weather conditions and other critical travel information significantly reducing the turnaround time for customers
- **Omnichannel advantage:** The app is channel agnostic and hence available to customers who have booked online, offline or a combination thereof

Mr. Rajeev Kale, President & Country Head – Holidays, MICE, Visa, Thomas Cook (India) Limited said, *“We are consistently exploring ways to deliver a truly seamless experience for our customers. I am hence delighted with the launch of our CSS app - that empowers our customers with simplified post-booking services at their fingertips. With the festive season approaching, this launch is perfectly timed to elevate our customers experience for their upcoming holidays.”*

Mr. Daniel D'Souza, President & Country Head - Holidays, SOTC Travel said, *“With a legacy of 75 years of being an Indian-entrepreneurial brand, SOTC believes that ‘no one understands the Indian traveller better than SOTC’. Whether customers book their trips online or through our stores, we understand that the post-booking phase can be a stressful period. Through the launch of our innovative CSS app, we look forward to providing our customers with the comfort and convenience of a smooth post-booking experience.”*

About Thomas Cook (India) Limited: Set up in 1881, Thomas Cook (India) Limited (TCIL) is the leading omnichannel travel company in the country offering a broad spectrum of services including Foreign Exchange, Corporate Travel, MICE, Leisure Travel, Value Added Services, and Visa Services. It operates leading B2C and B2B brands including Thomas Cook, SOTC, TCI, SITA, Asian Trails, Allied TPro, Australian Tours Management, Desert Adventures, Travel Circle International Limited (TCI 勝景), Sterling Holiday Resorts Limited, Distant Frontiers, TC Tours, Digiphoto Entertainment Imaging (DEI), Go Vacation, Private Safaris East & South Africa.

As one of the largest travel service provider networks headquartered in the Asia-Pacific region, The Thomas Cook India Group spans 28 countries across 5 continents.

TCIL has been felicitated with the award for MICE Travel Agency (Outbound) at the Economic Times MICE & Wedding Tourism Awards 2024, 'Masters of Risk - Travel & Hospitality' at India Risk Management Awards 2024, MICE Tour Operator of the Year - Outbound at SATTE 2024, Best Tour Operator at India Travel Awards North 2023, MICE Travel Operator of the Year at the Economic Times Travel & Tourism Awards 2023, winner of the Corporate Citizen Award (Travel Tourism & Hospitality) at the Corporate Citizen Conclave & Award 2023, The Outbound Tour Operator of the Year 2022 & 2019 at the SATTE Awards, IAMA India Digital Awards 2022, CNBC-TV18 & ICICI Lombard India Risk Management Award - Travel & Leisure Category 2022 & 2021, CIO100 Award for digital innovation 2022, 'Innovation in Omni-experience' Award at International Data Corporation's (IDC) Industry Innovation Awards 2021, The Best Travel Agency – India at TTG Travel Awards 2019, The Best Outbound Tour Operator at the Times Travel Awards 2019 & 2018, Silver award for Asia's Best Integrated Report (First Time) category at the Asia Sustainability Reporting Awards 2019-2021, Best Risk Management-Framework & Systems at the India Risk Management Awards 2019; The French Ambassador's Award for Exemplary Achievements in Visa Issuance 5 years in a row and the Condé Nast Traveller – Readers' Travel Awards from 2011 to 2019.

CRISIL has reaffirmed the rating on debt programs and bank facilities of TCIL - 'CRISIL AA- / Positive' on the long-term bank facilities of TCIL and 'CRISIL A1+' rating on the short-term bank facilities and short-term debt of the company.

For more information, please visit www.thomascook.in

Fairbridge Capital (Mauritius) Limited, a subsidiary of Fairfax Financial Holdings Limited, is the promoter of TCIL with a shareholding of 63.83% of its paid-up capital.

About Fairfax Financial Holdings Limited: Fairfax Financial Holdings Limited is a holding company which, through its subsidiaries, is primarily engaged in property and casualty insurance and reinsurance and the associated investment management. Founded in 1985 by the present Chairman and Chief Executive Officer, Mr. V. Prem Watsa, the company is headquartered in Toronto, Canada. Its common shares are listed on the Toronto Stock Exchange under the symbol FFH and in U.S. dollars under the symbol FFH.U.

About Subsidiaries of Thomas Cook (India) Limited (TCIL):

Sterling Holiday Resorts Limited

Sterling Holiday Resorts Limited, a wholly owned subsidiary of TCIL is a leading leisure hospitality company with 40+ resorts, hotels and retreats across hills, beaches, jungles, waterfront, adventure, heritage, pilgrimage and drive-to locations. Sterling provides a variety of offerings: Leisure holidays through FIT packages, Meetings & Conferences, Weddings, Reunions, Picnics and Holidays through Memberships.

SOTC Travel Limited

SOTC Travel Limited is a step-down subsidiary of Fairfax Financial Holdings held through its Indian listed subsidiary, Thomas Cook (India) Limited (TCIL). SOTC Travel is a leading omnichannel travel and tourism company active across various travel segments including Leisure Travel, Incentive Travel and Business Travel.

Established in 1949, SOTC is an Indian-grown brand with a legacy of 75 years. Since then, it has escorted millions of travellers across the globe to various destinations around the globe. The Company firmly believes that today, 'No one understands the Indian Traveller better than SOTC'.

Travel Corporation (India) Limited

Travel Corporation (India) Limited (TCI) (operating brands Sita, TCI and Distant Frontiers), a wholly owned subsidiary of TCIL, is the leading Destination Management Company in India that offers tailor-made travel and related services to India, Nepal, Bhutan and Sri Lanka.

DEI Holdings Limited

Thomas Cook India Group holds 51% stake in DEI Holdings Limited (DEI), one of the world's leading imaging solutions and services providers.

For more information, visit:

Sterling Holiday Resorts Limited: <http://www.sterlingholidays.com>

SOTC Travel Limited: <http://www.sotc.in>

Media Enquiries: Suzanne Pereira | +91 98202 97665 | suzanne.pereira@thomascook.in