

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 7, 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 May 7, 2024 titled, “Thomas Cook India introduces Video KYC for retail Foreign Exchange customers - Seamless Digital process for convenient, safe and quick transactions - Reinforces Company's Digital-First focus.”

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

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Thomas Cook India introduces Video KYC for retail Foreign Exchange customers Seamless Digital process for convenient, safe and quick transactions Reinforces Company's Digital-First focus

- **Ab Forex Ghar Baithe:** Easy and Paperless transactions from the comfort of your home
- Aadhaar based Video KYC verification with doorstep delivery in 2 hours

Mumbai, May 7, 2024: Thomas Cook (India) Limited - India's leading omnichannel forex services company, has announced the launch of its Video KYC with paperless processes, to empower its retail customers. This transformative digital solution aims to bring customers ease and convenience, enabling seamless foreign exchange services from the comfort of their home.

The initiative reiterates Thomas Cook's position as **India ka Forex Specialist (#IKFS)** – highlighting the Company's sustained focus on innovation, digital transformation and elevated customer experience.

The Video KYC is a simple 2-step process:

1. Visit www.thomascook.in: Choose your currency and select Video KYC with Home Delivery option.
2. Upload your documents and verify your identity on video call

Post payment, Thomas Cook's **Ghar pe Forex** ensures smooth doorstep delivery in 2 hours!

Benefits to Customers:

1. Convenience: Forex from the comfort of your home
2. Efficiency: No branch visits/paperwork. Complete your entire process online
3. Security: Video KYC is conducted securely and in compliance with regulatory standards
4. Doorstep Delivery in 2 hours!

Using the Video KYC, customers can now effortlessly load/top up their prepaid forex cards, transfer funds, buy and sell foreign exchange, etc.

Mr. Deepesh Varma, Executive Vice President - Foreign Exchange, Thomas Cook (India) Limited said, *"Our Video KYC coupled with paperless services was conceptualized to address the new-age Indian traveller's increasing demand for digital solutions.*

This meaningful initiative hence empowers our customers with remote access, while ensuring secure and seamless services. So, Ghar Baithe Forex indeed!

Our accelerated digital-first strategy combined with the personal touch of our Forex experts aims to provide a truly elevated customer experience."

About Thomas Cook Foreign Exchange - India ka Forex Specialist (#IKFS): The business' omnichannel model today serves over 1 million retail customers annually, via its website, **FXNOW** (m-app and corporate booking tool), call centre, and 130 Forex stores located across 69 metros, tier 2-4 cities/towns pan India. Thomas Cook Forex serves 1000+ corporate clients, 1 million+ active Forex prepaid card users and over 1 Lakh students studying overseas using fees and other remittance services of the Company. Thomas Cook operates 29 counters at leading airports in India, Sri Lanka and Mauritius. The Company's Forex business has expanded its digital penetration with a unique B2B online platform – on boarding over 2300 **FxMATE** partners since its inception during the pandemic.

The Company's **Ghar pe Forex** commitment of doorstep delivery in 2 hours, serves as a strong reassurance with a smooth, swift and effortless closure.

The Foreign Exchange range of end-to-end product-services, include: Cash across global currencies, Thomas Cook's Borderless Prepaid Card (in partnership with Mastercard and Visa offering a wallet of 10 currencies), overseas remittances,

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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drafts, wires and **Study Buddy card** for the overseas education segment, and **EnterpriseFX** - India's first eco-friendly prepaid forex corporate card.

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 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- / Stable' 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

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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>

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