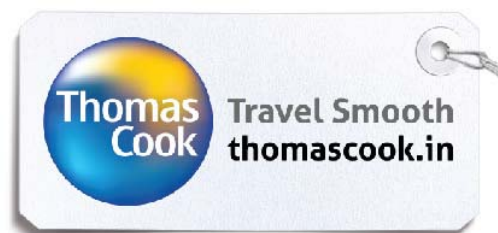


Thomas Cook (India) Ltd.
Thomas Cook Building, Dr. D. N. Road,
Fort, Mumbai - 400001
Board: +91-22-6160 3333
CIN: L63040MH1978PLC020717

A FAIRFAX Company



16th June, 2021

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

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.: 2272 2037/39/41/61

Fax No.: 2659 8237/38

Dear Sir/ Madam,

Ref: Submission of information pursuant to Regulation 30 of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015

Sub: Press Release

We are enclosing herewith the Press Release dated 16th June, 2021 titled “*Thomas Cook India & SOTC Travel announce – TravShield & Holiday First and Pay When You Return – A 2 pronged customer commitment to Physical & Financial Safety*”.

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) Ltd.

A Wing, 11th Floor, Marathon Futurex
N. M. Joshi Marg, Lower Parel
Mumbai - 400 013.
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News Release



A FAIRFAX Company

Thomas Cook India & SOTC Travel announce **TravShield & Holiday First and Pay When You Return** ~ A 2 pronged customer commitment to Physical & Financial Safety ~

Mumbai, June 16, 2021: With the decline in the second COVID-19 wave and acceleration of vaccine drives, Indians are displaying increasing positive travel sentiment. However, concerns on health/hygiene and constant changes in protocols have resulted in understandable uncertainty. To provide guidance and build confidence that it is safe to travel again, Thomas Cook India & SOTC Travel Ltd. have announced a two-pronged strategy: **TravShield** and **Holiday First and Pay When You Return** to cover every aspect of physical and financial safety. **TravShield**, a comprehensive safe travel commitment is designed with meticulous health and safety protocols to safe guard customers across Holidays, MICE and Business Travel and encompasses and enhances the companies' existing Assured Insured Secured Travel Program.

To better understand consumer behaviours and travel needs, Thomas Cook India and SOTC surveyed over 4000 customers in June 2021. The data analysis has revealed strong pent up demand/travel desire along with key pain points/needs while travelling in the COVID era:

- A significant 69% respondents indicated keen interest to travel in 2021 post ease in restrictions - with 18% ready to travel immediately post unlock and 51% within 3-6 months
- Approximately 81% respondents reiterated their need for refundable/zero cancellation products
- 52% selected complete re-sanitisation of rooms as a key requirement
- Fully vaccinated hotel staff and drivers was a need highlighted by 48% and 34% respondents, respectively

To allay customer doubts and instill confidence, **TravShield** was hence conceptualised by Thomas Cook India and SOTC to cover every aspect of physical safety as well as mental and financial security. The comprehensive and meticulous health & safety **Assured** Program, in partnership with Apollo Clinics, is inbuilt into **TravShield**. Aimed at ensuring a stress-free and safe holiday experience across every stage of the customer journey, **TravShield** offers a wide range of customer benefits:

Connect Safely

- Contactless interactions during the sales and servicing stage, pre travel
- Sanitised branches with safety protocols
- Vaccinated Travel Advisors
- Contactless payment options

Book Safely

- Free Rescheduling & Cancellation

Care & Assistance

- COVID-19 Insurance Cover
- 24/7 Concierge and Emergency Contact Assistance
- 24/7 Doctor-On-Call in association with Apollo Clinics

Travel & Stay Safe

- **Flights:** Vaccinated/ COVID-19 Negative Crew, HEPA Air Filters, In - flight protective gear
- **Local Transport:** enhanced sanitising of vehicles, vaccinated/ COVID-19 Negative drivers
- **Hotels:** quality hotel partners, sanitised and safe rooms, vaccinated/ COVID-19 Negative staff

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

Corporate Office: A Wing, 11th Floor, Marathon Futurex, N. M. Joshi Marg, Lower Parel, Mumbai - 400 013.

Registered Office: 324, Thomas Cook Building, Dr. D. N. Road, Fort, Mumbai - 400 001.

Email id: enquiry@in.thomascook.com | CIN No.: L63040MH1978PLC020717

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To provide much needed financial support, the companies have introduced a unique **Holiday First and Pay When You Return** scheme to provide customers the flexibility and benefits of paying only once they return from their holiday.

TravShield together with *Holiday First and Pay When You Return* incorporates the companies' commitment to health and safety, simplifies the travel experience and offers significant savings, thus making travel safe, flexible, hassle free and easy on the wallet.

Mr. Madhavan Menon, Managing Director, Thomas Cook (India) Limited said, *"At Thomas Cook and SOTC, we deeply value our customers safety and go to great lengths to ensure that our travel services meet global safety standards. In 2020, we launched the Thomas Cook & SOTC Assured Program in association with Apollo Clinics, which became the accepted standard for safe travel in India.*

As travel reopens again, to give our customers across Holidays, Business Travel and MICE the confidence to travel safely, I am proud to present TravShield – a definitive Travel Safety Commitment from Thomas Cook & SOTC. TravShield encompasses and enhances our existing Assured Safe Travel Program, ensuring meticulous health and safety protocols at every stage of the customer journey. To benefit our customers and allay their fears, TravShield offers significant flexibility in rebooking/cancellations, guidance on travel protocols via our Safe Holiday Helpline; also our emergency Doctor On Call service while on tour.

To ease the financial burden of our customers, we have also launched our unique and meaningful Holiday First and Pay When You Return scheme. Our endeavor is to cover every aspect of physical and financial security to ensure our customers get complete peace of mind while holidaying with Thomas Cook India and SOTC."

For more information, please visit: [Thomas Cook Travshield](#); [SOTC Travshield](#)

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About Thomas Cook (India) Limited: Set up in 1881, Thomas Cook (India) Limited. (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, Value Added Services, 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, Digipho Entertainment Imaging (DEI), 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 25 countries across 5 continents, a team of over 8388 and a combined revenue in excess of Rs. 6948.3 Cr. (over \$ 0.93 Bn.) for the financial year ended March 31, 2020.

TCIL has been felicitated with CNBC-TV18 & ICICI Lombard India Risk Management Award - Travel & Leisure Category 2021, The Best Travel Agency – India at TTG Travel Awards 2019, The Best Outbound Tour Operator at the Times Travel Awards 2018 & 2019 and Leading Company with Cutting Edge Travel Innovation at the Times Travel Awards 2018, Silver award for Asia's Best Integrated Reprt (First Time) category at the Asia Sustainability Reporting Awards 2019, Best Risk Management-Framework & Systems at the India Risk Management Awards 2019; Best Cash Management Solution – India at the Asset Triple A Treasury, Trade, Supply Chain & Risk Management Awards 2018, Best Outbound Tour Operator at the SATTE Awards 2019, Excellence in Domestic Tour Operations at the SATTE Awards 2018, The French Ambassador's Award for Exemplary Achievements in Visa Issuance – 2015 to 2019 and the Condé Nast Traveller – Readers' Travel Awards from 2011 to 2019.

CRISIL has revised the rating on debt programmes and bank facilities of Thomas Cook (India) Limited to 'CRISIL A+/Negative 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 promotes TCIL by holding 65.60% of its paid-up capital and is responsible for the execution of acquisition and investment opportunities.

About Fairfax Financial Holdings Limited: Fairfax Financial Holdings Limited is a holding company which, through its subsidiaries, is engaged in property and casualty insurance and reinsurance and investment management. Founded in 1985 by the present Chairman and Chief Executive Officer, 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:

Sterling Holiday Resorts Limited, wholly owned subsidiary of TCIL is engaged in time share and resort business.

SOTC Travel Limited, wholly owned subsidiary of TCIL is a leading travel and tourism company active across various travel segments including Leisure Travel, Incentive Travel and Business Travel.

Travel Corporation (India) Limited. (TCI), a brand owned by TCIL through its wholly owned subsidiary company, is the leading Destination Management Company in India that offers tailor-made travel and related services to India, Nepal, Bhutan and Sri Lanka.

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>

About SOTC Travel: SOTC Travel Limited (Formerly SOTC Travel Pvt. Ltd.) is a step-down subsidiary of Fairfax Financial Holdings Group; held through its Indian listed subsidiary, Thomas Cook (India) Limited (TCIL). SOTC India is a leading travel and tourism company active across various travel segments including Leisure Travel, Incentive Travel and Business Travel and Foreign Exchange. SOTC was established in 1949. Since then, it has escorted lakhs of travellers across the globe for more than 70 years to various destinations around the world. A new age innovative holidaymaker, SOTC strives to make holidays a priority for every Indian. 'We are for holidays' and we want Indians to prioritize their holidays.

Media Enquiries:

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SOTC Travel Limited: Bineeta Mehta | +91 99209 62470 | bineeta.mehta@sotc.in

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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