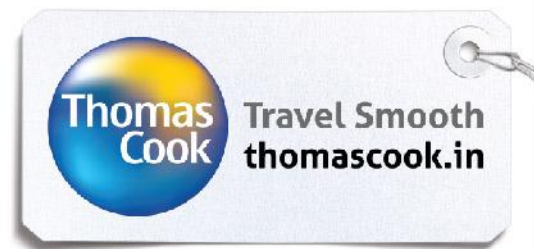


Thomas Cook (India) Ltd.
Thomas Cook Building, Dr. D. N. Road,
Fort, Mumbai - 400001
Board: +91-22-6160 3333
CIN: L63040MH1978PLC020717
A FAIRFAX Company



18th August, 2020

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 August 18, 2020 titled “Thomas Cook India and SOTC launch India’s first Safe Holiday Helpline”.

This is for your information and records.

Thank you,

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

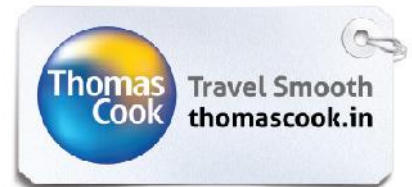
Amit J. Parekh
Company Secretary and Compliance Officer

Encl: a/a

Thomas Cook (India) Ltd.

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

News Release



A FAIRFAX Company

Thomas Cook India and SOTC launch India's first Safe Holiday Helpline

Free service to the public - offering expert guidance & assistance for safe holiday planning, visa assistance, country specific updates, on-ground health and safety measures, travel documentation, health certification, etc.

Mumbai, August 18, 2020: Thomas Cook (India) Ltd., India's leading integrated travel services company and its Group Company, SOTC Travel Ltd., have announced the launch of India's first **Safe Holiday Helpline**, a free service to assist and support customers in safe holiday planning, with comprehensive guidance across country-specific health & safety protocols, visa and travel updates with documentation, requirements including COVID-19 negative certification, etc. The pioneering *Safe Holiday Helpline* is an extension to the Thomas Cook & SOTC *Assured Safe Travel Program* in partnership with Apollo Clinics, that ensures meticulous health and safety protocols - at every stage of the customer journey.

The ongoing updates/changes in safety protocols issued by various health/government authorities (both India and international), coupled with conflicting news in the public domain, have left travellers confused and insecure. Therefore, in a meaningful initiative to provide clarity and guide customers in safe travel planning, Thomas Cook & SOTC have introduced the **Safe Holiday Helpline** – offering comprehensive, country-specific information across visa-immigration regulations, health & safety protocols, on-ground destination updates, etc.

Customer benefits include:

- Safe & Free holiday planning advice from experts
- Easy access via a toll free helpline 77150 44444 between 9.30am- 9pm
- Comprehensive travel guidance: across country specific health-safety measures, visa-immigration regulations, on-ground protocols and operational status of local attractions, important emergency contact information, quarantine details, etc.

Mr. Rajeev Kale, President & Country Head – Holidays, MICE, Visa, Thomas Cook (India) Ltd. said, *“There is much uncertainty in the minds of India's travellers when it comes to planning their holidays in this new COVID-19 era with several questions, such as: which countries can one can travel to, what are their specific rules/health requirements, what are the new visa formalities, etc. So, to build customer confidence, our pioneering **Safe Holiday Helpline** intends to hand-hold our customers - clarify all their doubts and guide them in safe holiday planning. Our Teams have meticulously put together a set of guidelines - working in close co-ordination with Tourism Board partners as well as global government and health authorities - to ensure accuracy and ongoing updates.”*

He added, *“Our **Safe Holiday Helpline** is yet another meaningful consumer initiative and forms an extension of our **Assured Safe Travel Program** in partnership with Apollo Clinics that ensures meticulous health & safety protocols across every customer touch-point. This launch follows in close succession to our recently introduced end-to-end **COVID-negative certification services** in partnership with ICMR accredited labs, with contactless facilitation – across India.”*

For details on Thomas Cook India's **Safe Holiday Helpline** click here: [Domestic Holidays](#) ; [International Holidays](#)

Mr. Daniel D'souza, President & Country Head, Leisure, SOTC Travel said, *“As India plans ahead to extend its travel bubbles, to facilitate safe and smooth travel amongst travellers, SOTC has launched the **Safe Holiday Helpline** to provide up-to-date information on intra-state and country-specific regulations, on-ground safety measures, health and visa protocols, etc. – under our **Assured Safe Travel Program**. With safety being the #1 concern for every traveller, this novel initiative helps restore confidence in customers, putting them at ease and helping them make informed travel decisions. Our focus has always been customer centric and this initiative is an extension of that journey.”*

For details on SOTC's **Safe Holiday Helpline** click here: [Domestic Holidays](#) ; [International Holidays](#)

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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

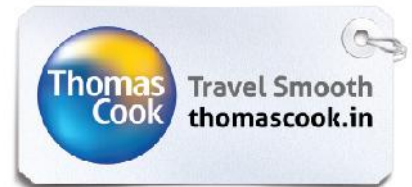
Registered Office: 324, Thomas Cook Building, Dr. D. N. Road, Fort, Mumbai - 400 001.

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

www.thomascook.in

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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, 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, Digiphotography 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 **The Best Travel Agency – India at TTTG 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, Silver award for Asia's Best Integrated Report (First Time) category at the Asia Sustainability Reporting Awards, 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 reaffirmed the rating on debt programmes and bank facilities of Thomas Cook (India) Ltd at 'CRISIL AA-/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) Ltd.: 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 (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 a 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:

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Joyce Fernandes | +91 98922 20141 | joyce.fernandes@thomascook.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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Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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