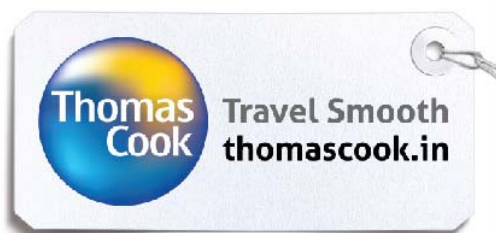


Thomas Cook (India) Ltd.

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

A FAIRFAX Company



24th November, 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 24th November, 2020 titled *"Thomas Cook India launches India's first Virtual Holiday Store to serve customers in the new normal – with safe, convenient, personalized holiday planning"*.

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



A FAIRFAX Company

News Release

Thomas Cook India launches India's first Virtual Holiday Store to serve customers in the new normal - with safe, convenient, personalized holiday planning

- Contactless, Convenient holiday planning
- Dedicated Team of Travel Experts to guide and reassure customers – pan India
- Service available 8 am-12 pm, 365 days

Mumbai, November 24, 2020: In an endeavour to empower customers with contactless and convenient holiday planning, coupled with the reassurance of its experts, Thomas Cook India, India's leading integrated travel services company has introduced India's first **Virtual Holiday Store**. The Company's dedicated team of travel experts will be available over video chat 365 days, from 8 am to 12 pm, to guide customers with all their travel requirements, including: domestic & international holidays, value added services like travel insurance, end-to-end COVID-negative certification services, visa services, documentation and more.

Given the uncertainty in the current environment and constant changes in travel and health protocols/documentation, India's travellers are in need of guidance and reassurance when planning their holidays. So as travel restrictions are being eased and growth and economic activity returning steadily – Thomas Cook is now focused on the biggest challenge: to instil confidence and a positive sentiment towards leisure & business travel for customers.

To this end, Thomas Cook India drives a holistic three pronged confidence-building program in the form of the "Assured-Insured-Secured" Program that covers every aspect of physical safety as well as mental and financial security to give the customer complete peace of mind. The newly launched Thomas Cook **Virtual Holiday Store** intends to support customers with convenient and contactless holiday planning – from the safety and comfort of their homes. With no app downloads or pre-registration required, customers merely need to log onto <https://www.thomascook.in/virtual-store>, to connect over video chat with Thomas Cook India's Holiday Experts from anywhere in the country between 8 am and midnight.

Mr. Mahesh Iyer, Executive Director & CEO, Thomas Cook (India) Ltd. said, *"The Pandemic era and lockdowns have accelerated the demand for virtual and contactless sales and service. In line with this need and as is expected of a market leader, keeping customer safety as the top priority, we at Thomas Cook have launched our Virtual Holiday Store – an innovative, interactive sales and service platform that combines the power of digital with the much loved Thomas Cook personal - human connect. Our Virtual Store model aims at supporting our customers with safe/contactless and convenient holiday planning – incorporating much needed personalised, face-to-face connect, so essential when it comes to holiday planning and reassurance in the COVID era."*

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 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 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 revised the rating on debt programmes and bank facilities of Thomas Cook (India) Ltd 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) 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.

TCI, a brand owned by TCIL of its wholly owned subsidiary company - Travel Corporation (India) Limited, 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:

Thomas Cook (India) Limited: Suzanne Pereira | +91 98202 97665 | suzanne.pereira@thomascook.in

Joyce Fernandes | +91 98922 20141 | joyce.fernandes@thomascook.in

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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