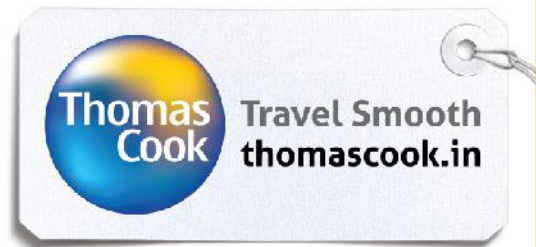


**Thomas Cook (India) Ltd.**  
Thomas Cook Building, Dr. D. N. Road,  
Fort, Mumbai - 400001  
Board: +91-22-6160 3333  
CIN: L63040MH1978PLC020717  
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30th November, 2020

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 30th November, 2020 titled "*Thomas Cook & SOTC extend their Assured Safe Travel Program with Launch of Doctor on Call 24x7 – a complimentary, exclusive service for their customers in association with Apollo Clinics*".

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



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## Thomas Cook & SOTC extend their Assured Safe Travel Program with Launch of *Doctor on Call 24x7* a complimentary, exclusive service for their customers in association with Apollo Clinics

**Mumbai, November 30, 2020:** Thomas Cook (India) Ltd., India's leading integrated travel services company, along with its Group Company SOTC Travel Ltd., announced the extension of their Assured Safe Travel Program with the launch of a complimentary **Doctor on Call 24x7** service, exclusively for their customers. The companies have partnered with Apollo Clinics - a member of the Apollo Hospitals Group, the leader in the Indian healthcare sector, to reassure and assist customers while travelling.

The **Doctor on Call** service is a meaningful initiative to support and reassure customers by addressing their health and medical queries via tele-consultation, by ensuring an effective way to connect with top quality doctors while on holiday.

To avail of the exclusive **Doctor on Call** service (24x7) in association with Apollo Clinics, the customer merely follows 2 simple steps while on holiday:

- Call 1860 500 7788
- Share your Booking File Number for verification and phone and email id to be contacted by the doctor

Post verification, the customer will receive a one-time free consultation call from an Apollo Clinics Doctor within 45 minutes. If required, a prescription will be emailed by the Apollo Clinics Team.

Even as travel recovery is being enabled again, the biggest challenge now is the challenge to re-instil confidence and a positive sentiment towards leisure travel in most customers, who remain worried and cautious. As leaders, Thomas Cook & SOTC have taken this challenge head-on and put together a holistic three pronged customer 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 **Assured Safe Travel Program developed and rolled out in association with Apollo Clinics** is the most comprehensive set of travel safety protocols in the new normal, encompassing not only internal processes, retail outlets etc., but also every partner and service provider across airlines, local travel service partners, hotels, attractions etc.

**Insured in partnership with ICICI Lombard & Go Digit General Insurance Limited** has customers fully covered with possibly the most comprehensive retail travel insurance program that includes COVID-19 related hospitalization up to sum assured.

As part of the **Secured** aspect, to ensure customer confidence from a money and security point of view, the companies offer flexible date changes, rescheduling, cancellations and even guaranteed, accelerated refunds (subject to certain minimum criteria).

The companies also launched the country's first **Safe Holiday Helpline** to offer free Holiday expert consultation to help customers navigate the maze of confusing and changing information about state regulations, International travel guidelines, etc., to instil confidence and make the best and safest choice for their travel.

**Mr. Madhavan Menon, Chairman & Managing Director, Thomas Cook (India) Ltd.** said, "As leaders in the travel industry, our teams across Thomas Cook India and SOTC are focused on ensuring the health and safety of our customers and our endeavour is to provide them the confidence to travel. Our **Doctor on Call** service in association with Apollo Clinics - a member of the Apollo Hospitals Group, is an extension of our **Assured Safe**

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

Corporate Office: A Wing, 11<sup>th</sup> 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

## Thomas Cook (India) Ltd.

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**Travel Program** and yet another step towards reassuring our customers with dedicated and meticulous health care services, should the need arise at any point in time on tour. Through this initiative, combined with our **Assured, Insured & Secured program**, we seek to cover every aspect of physical safety as well as mental and financial security - to give customers the total peace of mind they deserve when planning a holiday in the new normal."

**Mr. Anand Wasker, Chief Operating Officer, Apollo Clinic**, said, "We provide all Primary Healthcare services under one roof via Apollo Clinic format and are committed to offering world-class healthcare services to our customers. We are delighted to partner with Thomas Cook and SOTC to offer tele consultation services to customers who are in need while travelling."

**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, Digipho to 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](http://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.

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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### 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](mailto: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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Neha Dcunha | +91 98926 63010 | [neha.dcunha@sotc.in](mailto:neha.dcunha@sotc.in)

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

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