

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



September 21, 2023

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 September 21, 2023 titled, “Thomas Cook India launches Forex services via WhatsApp – First Company in India to offer end-to-end Foreign Exchange Services using the popular platform to offer customers a seamless user interface. ”

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

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

Thomas Cook India launches Forex services via WhatsApp ***First Company in India to offer end-to-end Foreign Exchange Services using the popular platform to offer customers a seamless user interface***

Mumbai, September 21, 2023: Aimed at on-the-go, anywhere-anytime solutions for its rapidly evolving new-age customers, Thomas Cook (India) Limited, India's leading foreign exchange service provider, has launched end-to-end forex transactions using WhatsApp. This industry-first initiative is very simple to use - customers simply need to add Thomas Cook Forex as a Whatsapp contact by adding +918879142236 as they would any other contact. Once this is done, the customer will be connected directly to an AI-enabled chatbot for prompt, 24x7 access from anywhere.

Forex via Whatsapp will enable customers to view live rates, buy and sell forex, send money abroad to their family or for overseas education fee remittances and manage their transactions - both from the comfort of their home, and while travelling overseas. Together with Thomas Cook's *Ghar pe Forex* commitment of doorstep delivery in 2 hours anywhere in the country, *Forex via Whatsapp* ensures a simple, swift and seamless customer experience – reinforcing the brand's *India Ka Forex Specialist* position.

Forex via Whatsapp also offers Thomas Cook Prepaid Card customers a familiar, quick and efficient solution to manage their FX card: from reloads, checking balances, downloading statements, setting/resetting of pin, enable/disable channel, block/unblock card, etc.

Advantages of Thomas Cook's Forex via WhatsApp:

- Easy Booking of forex services; option to select online/retail channel (nearest Thomas Cook outlet)
- Convenience of WhatsApp to buy/sell Forex (Cash/Forex Card), reload forex card, send money abroad, student fee remittance and managing pre-paid forex cards
- Management of pre-paid forex cards on-the-go with simple steps for pin reset, checking balance and statement
- Secure payment options - embedded within WhatsApp
- User friendly and interactive user interface (UI)
- Track live forex rates through WhatsApp

Thomas Cook's strategic omnichannel model ensures customer both choice and convenience with access to India's largest forex network of over 4000 touchpoints: An extensive retail footprint of owned/partner outlets and airport counters; its Online Forex Store, Virtual Forex Branch, Contact Centre, m-app FX Now and FX Mate an innovative B2B partner platform. The Company's game-changer *Ghar pe Forex* commitment offers doorstep delivery with 2 Hours.

Thomas Cook is the largest non-bank foreign exchange services provider and prepaid card issuer in India. The Company's cashless portfolio features its multicurrency Borderless prepaid card and its innovative Study Buddy Card focused on the overseas education segment.

Mr. Deepesh Varma, Executive Vice-President – Foreign Exchange, Thomas Cook (India) Limited said *"Our Forex Team at Thomas Cook India has consistently demonstrated innovation, agility and digital astuteness towards elevating our customer experience. Our latest launch of "Forex via WhatsApp" is yet another first mover that ensures speed, simplicity and seamless transactions on-the-go; thereby reiterating our position as #IndiaKaForexSpecialist!*

This industry-first initiative will enable our customers access end-to-end forex services anytime and anywhere: view live rates, buy and sell forex, manage their prepaid forex cards on-tour, send money abroad to their family, and more, via WhatsApp.

Forex is a key business line for the Company and our accelerated digital first strategy aims at empowering our customers across not just India's metros/ mini metros, but equally, Regional Bharat's Tier 2-4 source markets."

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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 Best Tour Operator at India Travel Awards North 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 Thomas Cook (India) Limited - 'CRISIL A+ 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 72.34% 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 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:

Sterling Holiday Resorts Limited

Sterling Holiday Resorts Limited, a wholly owned subsidiary of Thomas Cook (India) Ltd. 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 (SOTC), a wholly owned subsidiary of TCIL and a step-down subsidiary of Fairfax Financial Holdings Group, is a leading omnichannel travel and tourism company active across various travel segments including Leisure Travel, Incentive Travel and Business Travel. SOTC was established in 1949. Since then, it has escorted millions 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.

Travel Corporation (India) Limited

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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Holidays | Foreign Exchange | Business Travel | Visas | Insurance

Corporate Office & Registered Office:

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