

Zurich Insurance plc NfD · Postfach 90 04 10 · 60444 Frankfurt am Main

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Thomas Cook Touristik GmbH  
Geschäftsführung  
Thomas-Cook-Platz 1  
61440 Oberursel

**Zurich Insurance plc  
Niederlassung für Deutschland  
Direktion Frankfurt**

Postfach 90 04 10  
60444 Frankfurt am Main

[www.zurich.de](http://www.zurich.de)

25/09/2019

**Temporary Cost Coverage Declaration for the benefit of those service providers (exclusive of flight services) who perform travel services for Thomas Cook GmbH (and its subsidiaries) and whose travel services are secured for the benefit of the travelers abroad with a departure date no later than 23 September 2019 by Zurich Insurance plc Niederlassung für Deutschland by way of a so called 'Sicherungsschein' travel certificate**

Dear Sir or Madam,

We, Zurich Insurance plc Niederlassung für Deutschland („Zurich“), refer to the insolvency insurance cover according to section 651r of the German Civil Code that Zurich has provided for package tour travelers and compiled services travelers of the German subsidiaries (**“TC Germany”, amongst others Bucher and Öger**) of Thomas Cook plc.

Zurich has taken over responsibility for TC Germany consumers in this capacity since TC Germany ceased trading as of 23 Sept. 2019.

Zurich understands that TC Germany and service providers e.g. hotels concluded contracts to provide accommodation services to its consumers. Zurich is therefore seeking co-operation of TC Germany's service providers e.g. hotels to enable consumers of TC Germany continuing their trip without being asked to pay again for services provided by TC Germany's supplier.

Zurich herewith declares the following:

In case of insolvency of TC Germany Zurich agrees to cover for contractually agreed costs between TC Germany and its service providers (exclusive of flight services) for TC Germany's travelers who have arrived for their travel

**Bankverbindung:** Deutsche Bank AG, Frankfurt/M., IBAN: DE11 5007 0010 0093 7789 02, BIC: DEUTDEFFXXX

**Zurich Insurance plc Niederlassung für Deutschland**

**Verwaltungsratsvorsitzende:** Amanda Blanc

**Hauptbevollmächtigter der Niederlassung:** Dr. Carsten Schildknecht

**Sitz der Niederlassung:** Frankfurt/Main (Registernr. HRB 88353), Platz der Einheit 2, 60327 Frankfurt/Main

**Rechtsform der Gesellschaft (Zurich Insurance plc.):** public company limited by shares

(Aktiengesellschaft nach irischem Recht),

**Hauptsitz:** Dublin (Irland) **Companies Registry Office** (entspricht dem dt. Registergericht) Registernr. 13460,

**UStID-Nr.** DE815195011 **Vers.St-Nr.** 807/V/90807020227

**Vertretung der Gesellschaft:** Neil Freshwater (Chief Executive Officer)

prior to 23 September 2019 and are still abroad. This cost coverage declaration only relates to travel costs at rates and scope of services as originally contractually agreed between the service provider and TC Germany.

**This cost coverage declaration is subject to the following conditions:**

1. This cost coverage declaration is only valid in respect of travel services for compiled travel and package travel tours that have exclusively been booked via TC Germany (only holiday packages)
2. This confirmation of cost coverage applies only to services as defined in No. 1 above (excluding flight services)
3. This cost coverage declaration is being issued without acceptance of any legal obligation. Zurich explicitly reserves all rights it has or may have against TC Germany, e.g. recourse claims.
4. The acceptance of any payment from this present Treatment Guarantee by the service provider shall be considered as an assignment of the underlying claims from TC Germany to Zurich.
5. This Treatment Guarantee is not renewed automatically beyond the date stated in No. 2 above.

Zurich **will not** pay the following:

- Claims that have arisen before effectiveness of this letter
- Claims in relation to consumers which are already departed;
- Any rooms allocated to TC Germany but not occupied;
- Any consumers who had bought accommodation only, no flights;
- Any items not included in the contracted price;
- Claims in relation to TC Germany Consumers which already have been paid;
- Consumers of TC Germany who arrive after the date of failure.

Confirmation to service providers:

Payment will be made by bank transfer only. Please do not follow Group Hotel Settlement payment standards by sending invoices, since instead self-billing will be put into place with immediate effect. TC Germany will calculate payments according to contractual agreements.

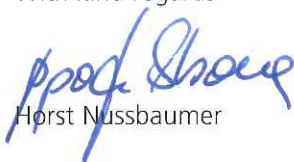
Zurich will pay you as soon as possible. This should normally be within 10 days from receiving the Declaration Letter.. In exceptional cases Zurich will consider making advance payments to facilitate the continuation of the ground arrangements for TC Germany passengers.

**Ref. TURKEY Hotels:**

To enable Zurich to transfer payments to your account, please provide your full bank details to the email address [ghs.payments@thomascook.de](mailto:ghs.payments@thomascook.de): this should include the bank's name and address, sort code (or local equivalent), and the account holder's name and full account number.

I hope the content of this letter is clear. If you need any assistance, please contact me or any of my colleagues on the number shown or via our service partner Kaera: +49 (6172) 9976 11 23

With kind regards

  
Horst Nussbaumer

  
Dr. Christoph Lueer