

Thomas Cook Austria AG
Ungargasse 59-61
1030 Wien
Austria

26.09.2019

Temporary Cost Coverage Declaration for the benefit of those service providers (exclusive of flight services) who perform travel services for Thomas Cook Austria AG and whose travel services are secured for the benefit of the travellers with a departure no later than September 25th 2019 by Swiss Re International SE, Niederlassung Deutschland, Arabellastraße 30, 81925 München, Deutschland by way of the insurance policy number 02-1034065014-0 concluded between Swiss Re International SE, Niederlassung Deutschland and Thomas Cook Austria AG.

Dear Sir or Madam,

We, Swiss Re International SE, Niederlassung Deutschland („**Swiss Re**“), refer to insurance policy number 02-1034065014-0, where coverage is provided for package tours and linked travel arrangements sold by Thomas Cook Austria AG (“**TC Austria**”), according to the Austrian “Pauschalreiseverordnung”.

Swiss Re has taken over responsibility for TC Austria consumers in this capacity since TC Austria ceased trading as of Sept. 25th 2019.

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

Swiss Re herewith declares the following:

Swiss Re agrees to cover for contractually agreed costs between TC Austria and its service providers (exclusive of flight services) for TC Austria’s travellers who have arrived for their travel prior to Sept. 23rd 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 Austria.

This cost coverage declaration is subject to the following conditions:

1. This cost coverage declaration is only valid in respect of for package tours and linked travel arrangements that have exclusively been booked via TC Austria (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. Swiss Re explicitly reserves all rights it has or may have against TC Austria, e.g. recourse claims.

4. The acceptance of any payment from this Temporary Cost Coverage Declaration by the service provider shall be considered as an assignment of the underlying claims from TC Austria to Swiss Re.
5. This Temporary Cost Coverage Declaration is not renewed automatically beyond the date stated above.

Swiss Re **will not** pay the following:

- Claims that have arisen before effectiveness of this letter
- Claims in relation to consumers which already terminated their stay at the hotel
- Any rooms allocated to TC Austria 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 Austria Customers which already have been paid
- Consumers of TC Austria 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 Austria will calculate payments according to contractual agreements.

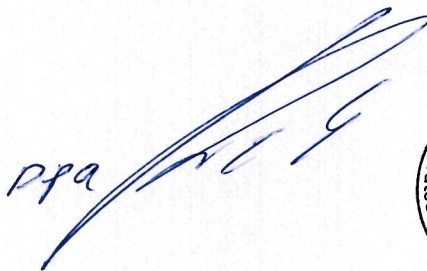
Swiss Re will pay you as soon as possible via the contracted claims handler AWP P&C S.A., Niederlassung für Österreich. This should normally be within 10 days from receiving the Declaration Letter. In exceptional cases Swiss Re will consider making advance payments to facilitate the continuation of the ground arrangements for TC Austria.

To enable Swiss Re via AWP P&C S.A., Niederlassung für Österreich to transfer payments to your account, please provide your full bank details to the email address thomascook.at@allianz.com this should include the banks 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: thomascook.at@allianz.com

With kind regards

Swiss Re



M. Hartenfels
Monika Hartenfels