

**Private and confidential**

*Address*

*Date*

Dear *Sir/Madam*,

**Institute of Customer Service: Annual General Meeting 2021**

I have pleasure in enclosing the formal notice for the Institute's 24<sup>th</sup> Annual General Meeting will be livestreamed virtually. It will be held on Wednesday 14<sup>th</sup> July 2021, from Mill House, 8 Mill Street, London SE1 2BA with the meeting commencing at 10.15am.

For further information please visit this link: <https://www.instituteofcustomerservice.com/agm>

and to confirm your attendance at the event please register your details at:  
[www.instituteofcustomerservice.com/e/agm2021](http://www.instituteofcustomerservice.com/e/agm2021)

Alternatively please email your details to [icsevents@icsmail.co.uk](mailto:icsevents@icsmail.co.uk).

Given the current circumstances, rather than voting on the day of the meeting I would encourage you to vote on the 2021 resolutions online at: <https://www.surveymonkey.co.uk/r/icsagm2021>. If you'd like a hard copy voting form sent to you, please contact [icsevents@icsmail.co.uk](mailto:icsevents@icsmail.co.uk).

I do hope you will be able to join us on the 14<sup>th</sup> July 2021, and I look forward to meeting you then.

Yours sincerely



Bill Leonard  
Company Secretary