

Private and confidential

Address

25 August 2020

Dear *name*

Institute of Customer Service: Annual General Meeting 2020

I have pleasure in enclosing the formal notice for the Institute's 23rd Annual General Meeting which due to the ongoing Covid-19 crisis and the restrictions around large gatherings, will be livestreamed virtually. It will be held on Tuesday 22nd September 2020, 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:

<https://icsagm2020.eventbrite.co.uk>

Alternatively please email your details to icsevents@icsmail.co.uk.

Given the current Covid-19 circumstances, rather than voting on the day of the meeting I would encourage you to vote on the 2020 resolutions online at: <https://www.surveymonkey.co.uk/r/icsagm2020>. If you'd like a hard copy voting form sent to you, please contact icsevents@icsmail.co.uk.

I do hope you will be able to join us on the 22nd September 2020, and I look forward to meeting you then.

Yours sincerely



Bill Leonard
Company Secretary