



## Notice of the Annual General Meeting 2025

Notice is hereby given that the Annual General Meeting of The Institute of Customer Service will be held on Wednesday 9<sup>th</sup> July 2025 at Glaziers Hall, 9 Montague Cl, London SE1 9DD, with the meeting commencing at 9:45am for the following purposes:

1. To receive the minutes of the meeting held on 10<sup>th</sup> July 2024.
2. To consider any matters arising from the minutes.
3. To receive and adopt the Annual Report and Accounts of the Company for the financial year ended 31 March 2025 and the reports of the directors and auditors thereon.
4. To re-appoint the company's auditors and authorise the directors to determine the auditor's remuneration.
5. To confirm the appointment of Directors of the Institute.
6. To transact any other ordinary business of The Institute.

By order of the Board  
Winnie Armah  
Company Secretary  
Date: 03/06/2025