

Private and confidential

Dear Sir/Madam,

The Institute of Customer Service: Annual General Meeting 2025

I have pleasure in enclosing the formal invitation for The Institute's 28th Annual General Meeting, which will be held on Wednesday 9th July 2025 at Glaziers Hall, 9 Montague Cl, London SE1 9DD. The meeting starts at 9.45am with refreshments available from 9.00am.

For further information please visit this [link](#) and to confirm your attendance at the event please register your details at the [event](#) website. Alternatively, please email your details to icsevents@icsmail.co.uk

If you are unable to join us, could I please encourage you to vote on the 2025 resolutions online at: <https://www.surveymonkey.com/r/proxy-vote-25>

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 9th July 2025 and I look forward to meeting you then.

Yours sincerely



Winnie Armah
Company Secretary