

Private and confidential

Dear Sir/Madam,

The Institute of Customer Service: Annual General Meeting 2022

I have pleasure in enclosing the formal invitation for The Institute's 25th Annual General Meeting, which will be held on Wednesday 13th July 2022 at Church House Westminster, 27 Great Smith Street, Westminster, London SW1P 3NZ. 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 2022 resolutions online at: <https://www.surveymonkey.co.uk/r/ICSAGM2022>

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 13th July 2022 and I look forward to meeting you then.

Yours sincerely



Bill Leonard
Company Secretary