

## **Institute of Customer Service**

### **Notice of an Annual General Meeting 2020**

**Notice** is hereby given that the Annual General Meeting of the Institute of Customer Service which due to Covid-19, will be livestreamed virtually and held at: Mill House, 8 Mill Street, London SE1 2BA on Tuesday 22 September 2020, at 10.15am for the following purposes:

- 1 To receive the minutes of the meeting held on Wednesday 17<sup>th</sup> July 2019**
- 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 2020 and the reports of the directors and auditors thereon.**
- 4 To re-appoint the company's auditors and authorise the directors to determine the auditors' remuneration**
- 5 To transact any other ordinary business of the Institute**



By order of the board

Bill Leonard  
Company Secretary  
Date: 25 August 2020

## NOTES

1. As a member of the Company, you are entitled to appoint a proxy to exercise all or any of your rights to attend, speak and vote at the Meeting. A form of proxy is available online at <https://www.surveymonkey.co.uk/r/icsagm2020>

or from the Institute Secretary on request. To be valid the completed proxy form must be completed online or, if in hard copy, received by the Institute Secretary (together with any authority under which it is signed) at Mill House, 8 Mill Street, London SE1 2BA, not later than 48 hours prior to the time of the Meeting.

### Changing proxy instructions

2. To change your proxy instructions, simply submit a new proxy appointment using the method set out above. Note that the cut-off time for receipt of proxy appointments (see above) also applies in relation to amended instructions. Any amended proxy appointment received after the relevant cut-off time will be disregarded.

If you submit more than one valid proxy appointment, the appointment received last before the latest time for the receipt of proxies will take precedence.

### Termination of proxy appointments

3. In order to revoke a proxy instruction, you will need to inform the Company by sending a signed notice clearly stating your intention to revoke your proxy appointment to Mill House, 8 Mill Street, London SE1 2BA. Any power of attorney or any other authority under which the revocation notice is signed (or a duly certified copy of such power or authority) must be included with the revocation notice.

The revocation notice must be received by the Company no later than 10.15am on Monday 21<sup>st</sup> September 2020

If you attempt to revoke your proxy appointment but the revocation is received after the time specified then, subject to the paragraph directly below, your proxy appointment will remain valid.

Appointment of a proxy does not preclude you from attending the Meeting and voting in person. If you have appointed a proxy and attend the Meeting in person, your proxy appointment will automatically be terminated.

### Documentation

4. Copies of the following documents are placed on the Institute's website at <https://www.instituteofcustomerservice.com/events/agm>  
The Report and Accounts for the year ended 31 March 2020;  
The Notice of AGM for 2020; and  
A Form of Proxy

A member may, by notice in writing to the Institute Secretary, request that the Report and Accounts be sent to him/her by post or by email to the email address supplied for that purpose or for membership purposes generally. Upon receipt of such notice the Institute shall dispatch such document to him/her within four business days of receipt of such request or, if late, of the date of publication of such document.

### Communication

5. Except as above, members who have general queries about the Meeting should contact Bill Leonard, company secretary, at Mill House, 8 Mill Street, London SE1 2BA or telephone him on 020 7260 2621. No other methods of communication will be accepted.