



**Chartered Institute  
of Customer Management**

P.O. Box 31453, Lusaka, Zambia  
**Cell:** +260 95 494 7747,  
+260 96 333 7530, +260 97 218 0050

**Email:** [info@cicmzambia.org](mailto:info@cicmzambia.org)  
[www.cicmzambia.org](http://www.cicmzambia.org)

## Membership Form

Please tick the membership class you are applying for.  
For information on Membership Classes, see Section  
C: Information on page 3. For further information,  
contact us on our details above

<b>Annual Individual Membership</b>	<b>K750</b>	<input type="checkbox"/>
<b>Annual Student Membership</b>	<b>K300</b>	<input type="checkbox"/>
<b>Annual Corporate SME Membership</b>	<b>K7,000</b>	<input type="checkbox"/>
<b>Annual Corporate Membership (Platinum)</b>	<b>K9,000</b>	<input type="checkbox"/>

### PART A: ANNUAL INDIVIDUAL MEMBERSHIP

**This part is for Individual and Student Membership applicants only. For Corporate Membership please fill in Part B.**  
**Please fill in the required information accurately. Fields marked with(\*) are compulsory.**

Title*:	<input type="text"/>			
Name*:	<input type="text"/>			
Gender*:	<input type="text"/>			
Date of Birth (dd-mm-yyyy):	<input type="text"/>			
ID/Passport No*:	<input type="text"/>			
Nationality*:	<input type="text"/>			
Profession:	<input type="text"/>			
Summary of Qualifications:	<input type="text"/>			
	<input type="text"/>			
	<input type="text"/>			
What services would you like to acquire from CICM Zambia	Professional Training	<input type="checkbox"/>	Job Vacancies/recruitment	<input type="checkbox"/>
	Awards and other events	<input type="checkbox"/>	Monthly Newsletter	<input type="checkbox"/>
	Standards and benchmarking	<input type="checkbox"/>	Resource Library Access	<input type="checkbox"/>
Other (specify)	<input type="text"/>			
*Contact Tel/Cel:	<input type="text"/>			
*E-mail:	<input type="text"/>			
*Permanent Address	<input type="text"/>			
	<input type="text"/>			

### AUTHORISATION & DECLARATION

I, the undersigned hereby declare that the information given above is correct to the best of my knowledge and I am submitting this application to the Chartered Institute of Customer Management for admission to the Institute. If admitted, I accept and agree to abide by the code of ethics and constitution of the Institute as they now exist and as may hereafter be altered.

\*Signature:

\*Date:



# CHARTERED INSTITUTE OF CUSTOMER MANAGEMENT

## Membership Form

### PART B: ANNUAL CORPORATE MEMBERSHIP

This part is for Corporate Applicants only. For Individual and Student Membership please fill in Part A.  
Please fill in the required information accurately. Fields marked with(\*) are compulsory.

Company Name*:	<input type="text"/>			
Physical Address*:	<input type="text"/>			
	<input type="text"/>			
	<input type="text"/>			
Telephone Numbers*:	<input type="text"/>			
Country of Incorporation*:	<input type="text"/>			
Industry/ Sector*:	<input type="text"/>			
Name of Customer Service Head*:	<input type="text"/>			
E-mail of Customer Service Head*:	<input type="text"/>			
Company Website:	<input type="text"/>			
Total number of customer service and call centre employees*:	<input type="text"/>			
Call centre capacity*:	<input type="text"/>			
Target call centre capacity by 2018	<input type="text"/>			
What services would you like to acquire from CICM Zambia:	Staff training	<input type="text"/>	Customer Surveys	<input type="text"/>
	Customer Service Awards	<input type="text"/>	Monthly Newsletter	<input type="text"/>
	Standards and benchmarking	<input type="text"/>	Resource Library Access	<input type="text"/>
	Mystery shopping	<input type="text"/>	Staff Recruitment	<input type="text"/>
	Industry Networking	<input type="text"/>	Consultation services	<input type="text"/>
	Call centre set up	<input type="text"/>	Call centre improvement	<input type="text"/>
	Employee Certification	<input type="text"/>	Advisory services	<input type="text"/>
Other (specify)	<input type="text"/>			
	<input type="text"/>			

### AUTHORISATION & DECLARATION

I, the undersigned hereby authorize the above application to the Zambian Chartered Institute of Customer Management for admission to the Institute. If admitted, my organization accepts and agrees to abide by the code of ethics and constitution of the Institute as they now exist and as may hereafter be altered and will endeavor to advance its mission and work. I certify that all information provided herein is valid and correct and that I am authorized on behalf of my organization to sign this application.

*Name:	<input type="text"/>
*Designation	<input type="text"/>
*Contact numbers	<input type="text"/>
*E-mail:	<input type="text"/>
*Date	<input type="text"/>
*Signature:	<input type="text"/>

## PART C: INFORMATION

**Application for Membership should be accompanied by membership fees as indicated**

**Individual Membership K750** - For an individual actively working in the customer service industry, or a professional in the customer service or related commercial field wanting opportunities in the customer service industry.

**Student Membership K 300** - For undergraduate students who are currently studying at any local university or college in commercial subjects with aspirations of working in the service industry.

**Corporate SME Membership (Gold) K7,000** - For Small to Medium Enterprises with less than 100 employees. Such organisation will have 5 votes during our Biennial AGM

**Corporate Membership (Platinum) K9,000** - For large enterprises with 100 plus employees. Such organisation will have 10 votes during our Biennial AGM.

**NB: The CICM Executive Board is replaced Biennially at an AGM. Any active member can be voted into any office in the Executive Board from Chairman going down.**

## Membership Benefits

### LEARN, GROW, SHARE, NETWORK, BENCHMARK AND IMPROVE

- Increased visibility: Personal and Corporate visibility through networking events
- Opportunities of Continuous training and personal development through our various training programmes.
- Access to the CICM Membership Directory for purposes of networking and business development.
- Opportunity to advertise on all CICM media platforms (Web page, newsletter, magazines) at discounted rates.
- Opportunity to enjoy up to 35% discount on CICM products and services including all trainings and events.
- Professionalism: Personal & Business conduct and appearance for all our individual members
- Access to our resource library with up to date information on the Customer Service and call centre fields
- Receive our monthly newsletter with monthly updates
- Access to directory for reputable local and international vendor suppliers and buyers' guide
- Access to industry research and benchmarking data.
- Have your employees be members of a customer service professional body and attain professional growth by actively participating in all CICM events and training.

**NB: According to the CICM constitution, any member who is a customer service practitioner can be voted into the executive board of the Institute at our biennial AGMs. Become an Active Member today and you could become a CICM Board Member driving all customer service issues in Zambia.**

## Need Help, Contact us

For any technical problems, inquiries or if you need assistance or posting events, adverts, vacancies, call centre profiles or supplier listings please email us at [info@cicmzambia.org](mailto:info@cicmzambia.org) or *contact us through any of the following channels:*

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# CICM

PROMOTING A CULTURE OF SERVICE EXCELLENCE