

MEMO# 3594

March 16, 1992

RECOMMENDATIONS OF QUALITY OF SERVICE TASK FORCE

March 16, 1992 TO: OPERATIONS COMMITTEE NO. 8-92 RE: RECOMMENDATIONS OF QUALITY OF SERVICE TASK FORCE

_____ The enclosed package includes for your review the recommendations of the Institute's Quality of Service Task Force for the consideration of the Operations Committee at its March 21 meeting in Tucson, Arizona. Committee members not planning to attend the meeting are invited to review the document and communicate whether, or the extent to which, you support the proposals and any comments you wish to make. Please direct any comments to Don Boteler at fax # 202/293-1058 by April 10, 1992. Attachment B of the enclosed package, prepared by Sam Freedman, identifies a number of mutual fund service quality surveys which have been performed. If you are aware of any other mutual fund service quality research initiatives, we would appreciate your identifying them to us in your comments. Thank you for your prompt consideration of these materials. We look forward to seeing you in Tucson or hearing from you soon. Donald E. O'Connor Vice President - Operations

Copyright © by the Investment Company Institute. All rights reserved. Information may be abridged and therefore incomplete. Communications from the Institute do not constitute, and should not be considered a substitute for, legal advice.