

Marram

outlook

AUTUMN 2013

Magazine of the Marram Community

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Welcome

to the first Outlook for 2013

We hope you and your family made the most of the holiday season and enjoyed some wonderful summer weather.

With the summer holidays over, the Marram Team has been busy setting goals for 2013. Last year we received a great deal of positive feedback about our holiday home changes, refurbishments, enhancements to our website and our healthcare benefits. This year will be another busy year. Holiday preferences still continue to change which means we need to be on the ball and ensure we deliver what you want, making booking a home easy and value for money. We plan to refurbish another 30 homes and will look at purchasing more homes in high demand locations. We strive to achieve this, along with processing your healthcare claims within 10 working days.

We are a small dedicated bunch of people who bring you your Marram benefits every week, which we thoroughly enjoy.

We wish you all the best for 2013!

"We're very, very sad to advise that Damian George, our highly respected property manager, has had to leave Marram at short notice due to a serious illness.

We wish to thank Damian who has always given us such excellent support and advice. He is a very hard person to replace. We miss his company, his strength and his loyal input to the Trust.

We wish Damian, his wife Kristin and their young family all the very best."



The Marram Team



Hamilton is back..... and better than before!

Marram's latest addition is in a class of its own! This very stylish townhouse constructed in dark Linea board is centrally located and within 10 minutes walking time of Centre Place (Hamilton City Retail complex), the Lake, theatres, sporting facilities (Seddon Park), cafes, restaurants and regional bus depot.



This stunning home is as neat as a pin and absolutely at the top of the range in every respect.

Step inside to an open plan kitchen dining/living area opening out onto a large north-west facing balcony capturing that afternoon sun and also providing partial views of the city. Three bedrooms, 2 bathrooms, walk in wardrobes, 2 car garaging, intercom and comfort await you!

Marram opened Hamilton for bookings on the 22nd December and what a hit this home has been with our holiday makers! January bookings were snapped up quickly and February is already at 82% occupancy. But don't get disheartened, we have plenty of days available in the upcoming months for you to plan and book your next getaway.

This home sleeps 7 and you don't have to worry about cleaning when you depart. We do this for you!

GO ON BOOK TODAY!

Introducing Bruce, our Hamilton House Volunteer:-

Hello my name is Bruce Cook and I am the House Volunteer for the new Marram Hamilton Apartment. I have had a very long association with Marram. My Father was an Engineer with the New Zealand Post Office for forty years and during that time he belonged to the Post Office Welfare Trust, now Marram Community Trust. As a child, all my family holidays were staying at the various Post Office cottages around New Zealand. I come from a large family and if it hadn't been for the Post Office cottages, we would never have had a holiday.

I followed in my Father's footsteps and also began my working life at the Post Office as a trainee Engineer. I became a qualified Telecommunications Engineer and this is where I met my wife Desrae. She also worked for many years at the Post Office, then Telecom, and is currently working at Waikato Hospital. We have been married for 20 years and have a teenage son, James.

We made the move from Auckland to Hamilton due to restructuring 10 years ago. Over the years we have also had many holidays in the various cottages, Taupo being a favourite destination. Rosie, our two year old Labrador, is also very pleased that she is able to come on holiday with us to the pet friendly homes.

My wife and I both hold Lifetime status with Marram and feel very privileged to have belonged to such a wonderful organisation. I couldn't pass by the opportunity to become a House Volunteer as it is like belonging to one large supportive family. Part of my role as a House Volunteer is to ensure that the apartment is cleaned and left tidy after every stay, which is a pleasure as it is simply stunning. It would have to be the best I have seen. My goal is that other holiday makers will leave the Hamilton apartment feeling good about their stay and enjoy the luxury that it offers. I am enjoying the role and I hope I am giving something back as a thank you for all the enjoyable stays I have had over the many years.

Welcome aboard Bruce! Marram and its community are very lucky to have you as our new House Volunteer



CONTRIBUTOR NOTICES



Farewell to Jan O'Neill

Sadly, we farewell our Chairperson Jan O'Neill as she departs Telecom and her role as Group Human Resource Director.

Jan has been Marram's Board of Trustees Chairperson for the last two years, always acting with the highest integrity and professionalism, and being a great advocate for her people.

Not only has she been part of the Board of Trustees for the last two years but Jan has been part of Marram's community for over 15 years and truly believes in what Marram has to offer all employees.

In the last two years, Marram has undergone many significant changes, all with support from Jan and the Board of Trustees. Her contribution and support to Marram has been outstanding and we cannot thank her enough. We wish Jan all the best for the future. She will be sadly missed not only by her former Trustees but also here at the Marram office.

Healthcare Notices

For the fourth year in a row, our Customer Service Team paid all claims arriving in the office in December, prior to Christmas closing. The team are highly motivated to achieve this goal throughout December so those people who have put in claims can receive their reimbursement in time for Christmas.

During 2012, the Customer Service Team processed 22,369 claims, made up of 155,701 receipts.



Tony wins iPhone5

Congratulations to our latest winner of the referral competition; Tony Illston from Gen-i took away the iPhone5 as his prize.

Remember to 'like' us on Facebook to be kept up to date with the latest news and any special deals and promotions. We love hearing from you!



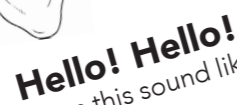
www.facebook.com/MarramCommunityTrust

Have you registered for Marram Online yet?

If you have an email address, you can register it to Marram Online. You need to decide the email address that you wish to register and create a password before you can use Marram Online.

To register your email address, click on 'Login' then click on 'Create a Login and Password'. Follow the prompts for the registration to be complete.

SPOTLIGHT ON HEALTH Hearing Aid Benefit – for Current Contributors



Hello! Hello! Are you there...speak up, I can't hear you!
Does this sound like you? Are you hard of hearing?

Well, hear this... Marram will contribute towards the cost of a new Hearing Aid to a maximum of \$250.00 per aid, over a two year period. We will also reimburse \$20.00 towards your hearing test under our Alternative Therapy benefit. How good is that?

& REFER & WIN!

This time we are going to reward both the referrer and referee.

If you refer a work colleague and either of you are drawn as the winner, you will both win an iPad Mini 16GB. The coolest little thing around!

So refer a work colleague between **1st March 2013 & 15th March 2013** and you both go into the draw to win one of two iPad Minis 16GB.



iPad mini – your chance to win!

All you need to do is go to www.marram.co.nz and click on "Join Now" and complete the online application. When asked "How did you find out about Marram?" select "Referred by Marram Contributor" and complete the name and organisation fields, so you both go in the draw. **Easy!** Alternatively, complete a joining application saying who referred you and send it in. Remember, you only contribute \$6.50 per week (or even less if you get a subsidy from your employer).

Competition drawn 26th April 2013 and winner notified. Marram's terms and conditions apply.

NEW LOOK WEBSITE

By the time you read this, we should have our new look website up and running. If it's not, then it won't be very far away.

You will see a fresh new look making it a lot easier to navigate around the website with rolling photos of our holiday homes and healthcare benefit plus any promotions. **"We are very happy with the new look so we hope you are too."**

Here is a sneak preview of what you will see.



The screenshot shows the Marram website interface. At the top, there are navigation links: Home, Join Marram, Contact, and Login. Below this is the Marram logo and a menu with icons for Book, Health, About, and Contact, along with a telephone number: (04) 801 2920. The main content area includes a 'Why join Marram?' section with text about holiday and healthcare benefits, a 'Join Now' button, and a 'Find out more' link. To the right is a large photo of a modern building. Below this are sections for 'Grab a deal' (a week in Napier), 'Holiday suggestions' (listing various trips and activities), 'Latest news' (with a 'YOU ARE USING THE MARRAM UAT SYSTEM' message), and 'Helpful links' (including brochures and social media links). A footer at the bottom contains links for Home, FAQs, Contact us, Forms and Downloads, Governance, Disclaimer, Privacy, News, and The Outlook.

Great to see our Contributors and Lifetimers benefiting....

It is great to see how our Contributors and Lifetimers are benefiting from being part of the Marram Community!

Last year **\$4,088,835** was paid out in healthcare distributions to Contributors - benefiting themselves, their partners and dependent children.

Here is a breakdown of some of the top benefits for 2012:

Doctor's Visits	\$966,265
Optical Care	\$874,183
Specialist	\$842,274
Prescriptions	\$248,595
Physiotherapy	\$188,468
Alternative Therapists	\$184,256
Surgeon	\$180,377
Orthodontic	\$120,144
Oral Surgery	\$98,457
Other Benefits	\$385,816

Also, **10,886** holidays were enjoyed by Contributors and Lifetimers, with most paying between **\$160 - \$275** for a whole week's accommodation!

Marram is available to employees of our Affiliated Organisations.
For more information contact us on **04 801 2920** or
email enquiries@marram.co.nz

www.marram.co.nz

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