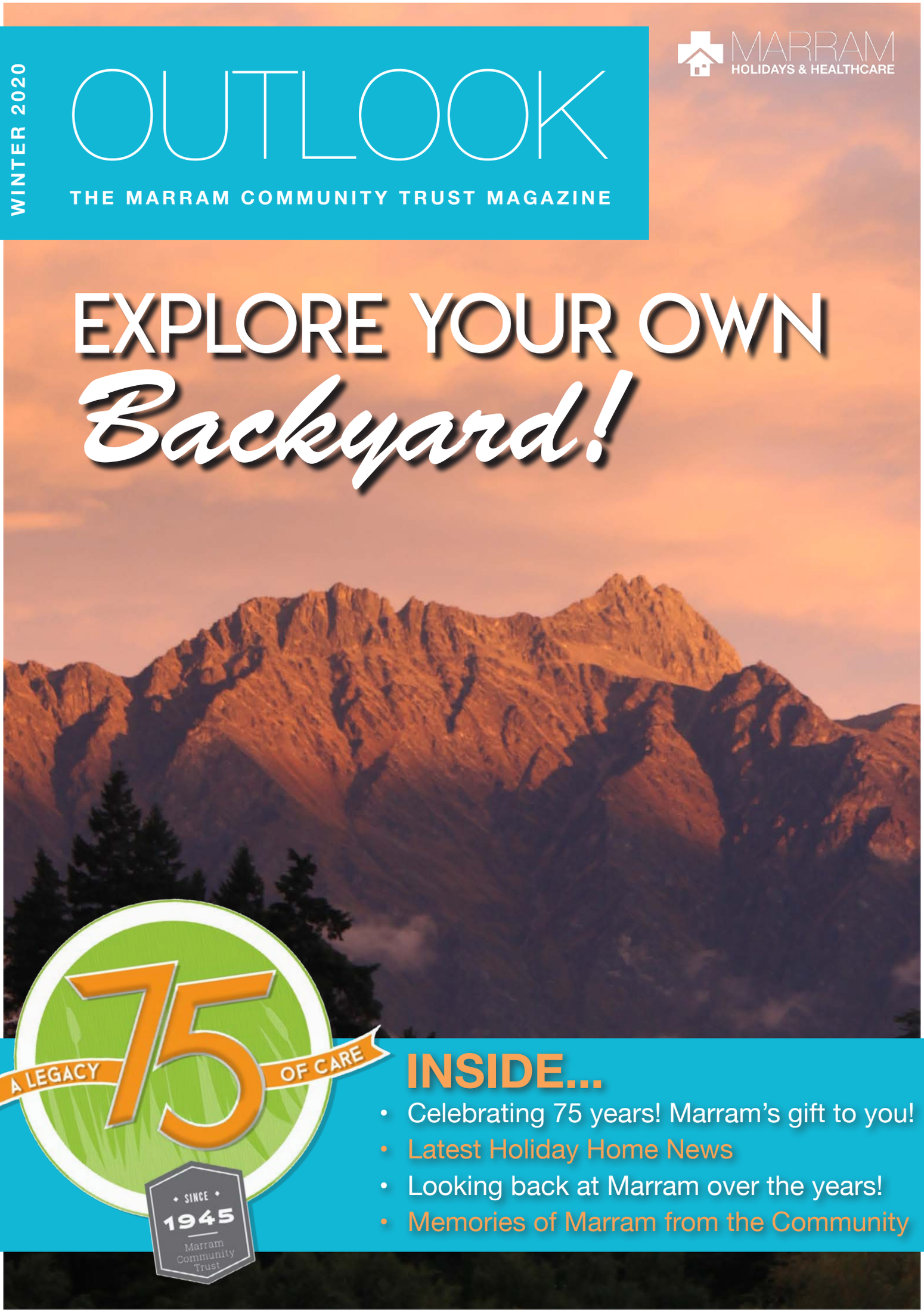
WINTER 2020

OUTLOOK

THE MARRAM COMMUNITY TRUST MAGAZINE

MARRAM HOLIDAYS & HEALTHCARE

EXPLORE YOUR OWN *Backyard!*



A LEGACY 75 OF CARE

SINCE 1945 Marram Community Trust

INSIDE...

- Celebrating 75 years! Marram's gift to you!
- Latest Holiday Home News
- Looking back at Marram over the years!
- Memories of Marram from the Community

MARRAM'S 75th ANNIVERSARY

WINTER 2020

The Marram Story... From its origins

Marram Community Trust was established as the Post Office Welfare Trust on 12 December 1945 to help Post Office employees and their families re-establish after the effects of the Second World War.

It succeeded a welfare fund established in May 1944. Post Office employees served as soldiers, delivering mail to and from service personnel, and as telegraph and radio operators. Many never returned such as the coast watchers beheaded on Tarawa Atoll of the Gilbert Islands (now Kiribati) in October 1942. Approximately 5700 employees, almost a third of the Post Office's staff, served in some capacity with over 700 casualties either wounded or killed.

The Trust provided holiday homes for convalescence following illness and for family holidays at a low cost. The Trust also provided budgeting advice and help, by way of working bees, following a death in the family. The first homes were converted army huts at Musick Point, Auckland, near a marine radio station opened in 1942. They weren't much more than tents, with the walls and floors made of timber covered by canvas roofs. A separate hut contained washing facilities.

The welfare fund that pre-dated the Trust was originally funded from money received from the Reserve Bank in recognition for the sale of Government War Bonds to fund the war effort.

However, in 1945 the Trust's Board of Administration asked employees to make a voluntary contribution of 9 pence ($0.18) per fortnight to help fund the activities of the Trust. By March 1946, 10,000 employees (Contributors) were donating money.

By 1953, the Trust owned 42 homes from the Bay of Islands in the North to Riverton Rocks in the South. In the spirit of the times, all the homes had very basic amenities but at the time, employees thought the facilities were ideal as they enabled families to take inexpensive holidays in another town or at the beach which was considered a luxury.

In the 1960's, the healthcare assistance programme was added to the holiday home benefit, to help working families with their healthcare expenses. Subsequently, the holiday home benefit was extended to former employees (Lifetimers).

In 1987, with the split of the Post Office into New Zealand Post, Spark New Zealand (formerly Telecom NZ) and the Post Bank (bought by ANZ in 1992), the Trust expanded to the employees of these three organisations (the Successors) and their subsidiaries. Today, all the affiliated employers can trace some of their DNA back to the Post Office with the exception of a few associated through the Trust's charitable endeavours. In recognition of the broader range of people involved, the Trust changed its name in 2008 to the Marram Community Trust .

So there you've a brief history of a wonderful legacy so many people are still enjoying today. We're grateful to all those people who appreciate the legacy and treat the holiday homes with the utmost respect, keeping them in good shape for future generations.

Explore Marram's year of celebration with a $50 credit towards your next holiday booking. As part of the 75th celebrations, Marram thanks you for being part of Marram Community Trust.
Thank you for all your support **AND** thank you for trusting in Marram!

There's a perfect holiday waiting for you with Marram.
To redeem your $50 credit:-

Phone the Marram office on 04 801 2920 to make your booking

- **Minimum 2 night stay**
- **Promotion doesn't apply to existing bookings**
- **Bookings must be taken from 1 June 2020 to 30 September 2020**
- **Can't be used in conjunction with any other promotions**

LET THE CELEBRATIONS BEGIN!!

Response to 75 year article in Autumn Outlook

I have just been reading the timeline over the last 75 years.

My father worked in the Post Office and as a very young child I can remember holidays in Auckland the Welfare Cottages. We had to travel to Auckland by train as not many people had a car after the war. The original places in some cases were old army huts but made for a great holiday.

Both my parents are now deceased but I have been a member for a good number of years and still make use of the homes, in fact using the Christchurch ones next month.
Thinking back over the years what a great thing was introduced all those years ago and is still going strong.

Congratulations and although in my 70's I hope to continue using them for many more years

Regards
Valerie - Blenheim

Oh! How the Marram Holiday Homes Have Changed!

Since I joined the Post Office in 1953, we have had 80 holidays in Marram houses (Then known as "Post Office Welfare Cottages", then "Sevenaway"). We will never forget the first one in 1964 at Picton. The "washhouse" was a separate shed at the back.

The most memorable holiday to our children, was at Tokomaru Bay, which was an old ex linesmen's house, almost on the beach front. My youngest daughter wanted to go horse riding. We were told just to ask the local boys on the beach who lent her a horse with no saddle; just an old blanket and a rope for the reins. She had a hair-raising ride after the lad slapped the horse's rump, when off she galloped down the beach!

Yes, there have been great improvements since those days e.g., Carpets, modern kitchens and bathrooms with shower cabinets and Microwave ovens.

Our favourite location would probably be Rotorua, where we enjoy being central to so many interesting places, such as lakes, bush, mountains and thermal areas.

Marram have made it so easy to book nowadays using their efficient website. You don't have to wait for your confirmation in the post. My compliments go to the House Persons, who voluntarily give their time and care in making our holidays enjoyable.

Marram have come a long way, making great advances in updating lighting, kitchens and bathrooms and new furniture.

MARRAM FUNNY AND "LESS THAN FUNNY" EXPERIENCES

After 80 stays in Marram Holiday Houses since 1964, one has some odd experiences. The most unexpected was when using the vacuum cleaner under the bed, I discovered a mother cat with her 4 kittens!

One time at Picton Marram, an entry in the Log Book commented; "Had a great honeymoon. Rained all week." We were there 9 months later and saw a birth notice in the Newspaper and recognised the same name. I cut out the notice and taped it against the log book entry.

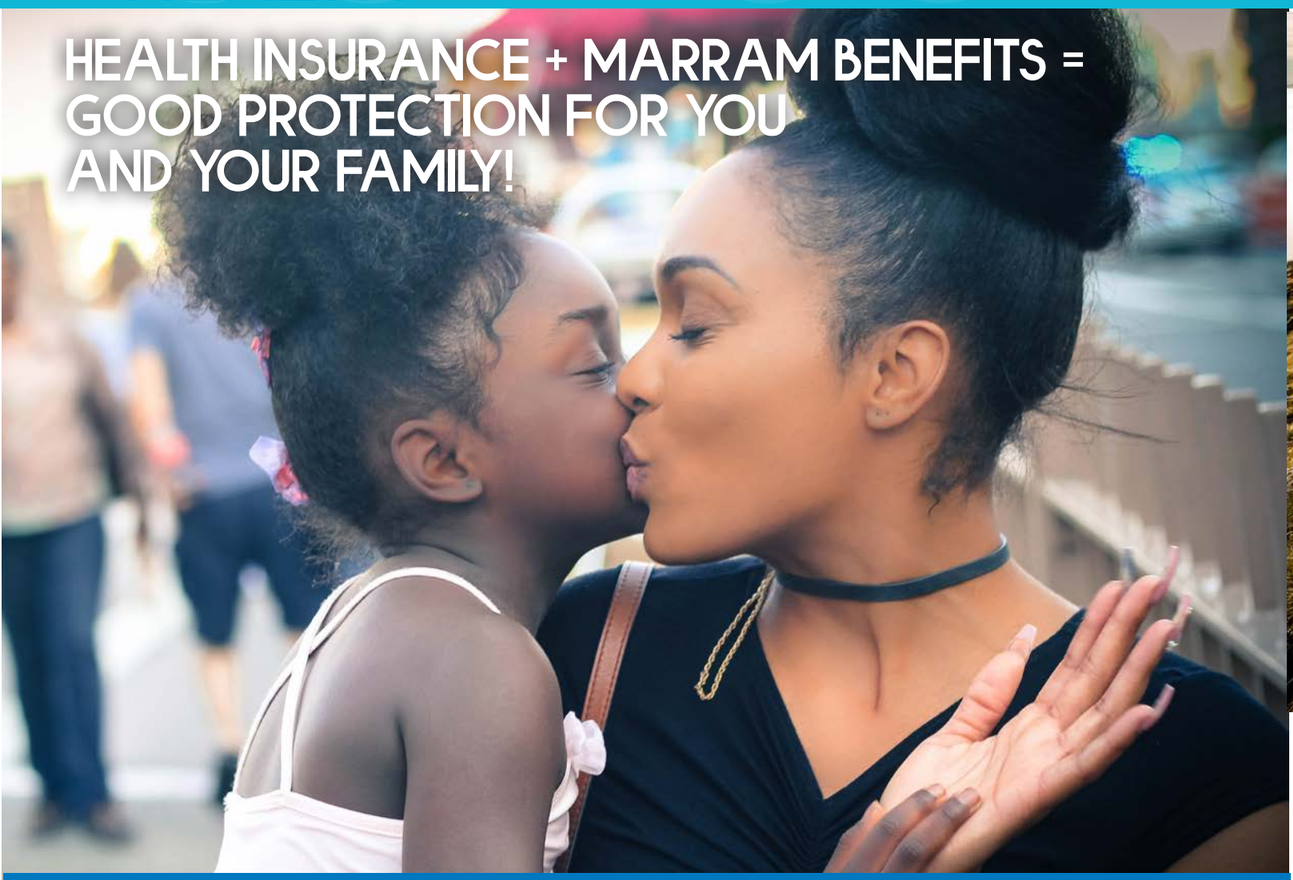
Another time we moved into the Maraetai Beach House, with our niece and baby, we were bitten alive with fleas. The next door neighbour said that the previous tenants had a dog inside the house. (there were no pet friendly options in those days.) The Marram staff were brilliant!

We really appreciate the attention of the House Persons and the availability of a cleaner.

Thank you Marram.

Clifford & Lorraine Matthews
(Lifetimer)

HEALTH



HEALTH INSURANCE + MARRAM BENEFITS = GOOD PROTECTION FOR YOU AND YOUR FAMILY!

Just because you have health insurance doesn't necessarily mean you have full protection for your family. Some health insurance only covers surgical expenses and you may not be able to claim the cost of Specialist appointments – unless you have Surgery.

That's where Marram can help – your Specialist Benefit reimburses 60% of the expense, up to $2500 per family per calendar year! Regardless of whether it's an existing ailment/injury or if you have surgery.

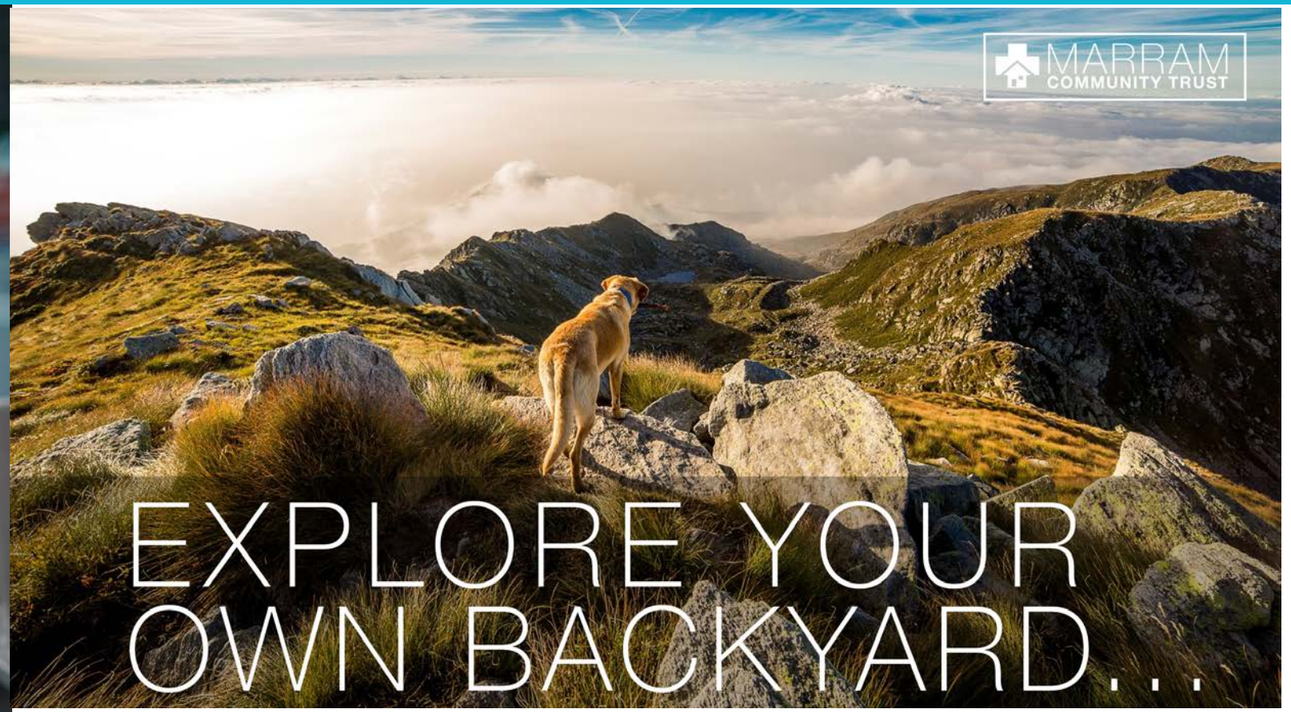
Your insurance excess can also be considered for reimbursement too - **How good is that?!**

Healthcare reimbursements during Lockdown

Your Healthcare Requests continued to be processed and paid during Lockdown. With the team set up from home, they were able to process these for you. Mail was re-directed so it could be processed as usual – adhering to safety measures with all post. For the period 26 March to 14 May when Level 2 resumed, a total of **895 requests were reimbursed** making many happy families in our community!

Flu vaccinations

No doubt this will be top of mind for many of you right now. Remember that Marram can consider reimbursement of **60% of the cost of your vaccination**. This also includes those administered by your pharmacy, coming under the GP Benefit which provides a maximum of $400 per calendar year per family.



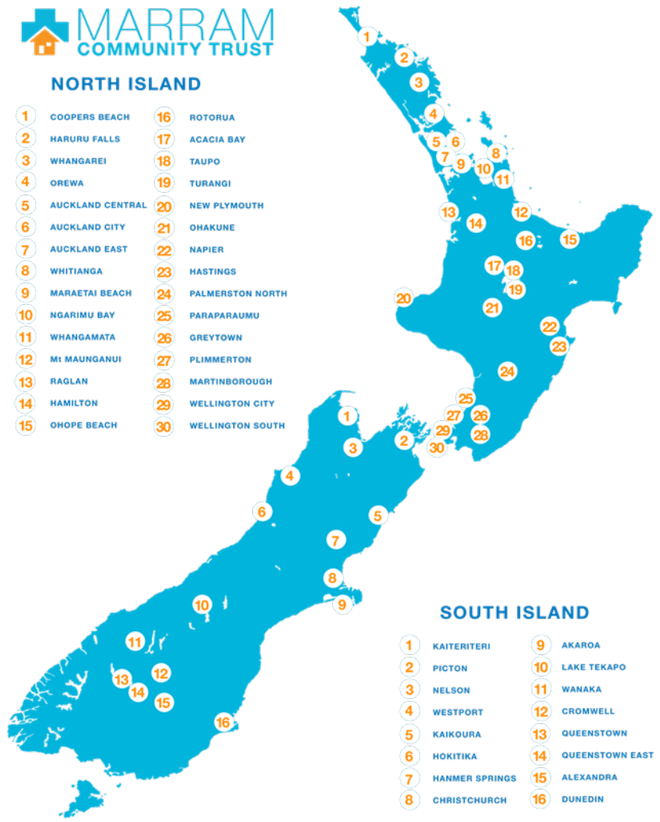
EXPLORE YOUR OWN BACKYARD...

Marram offers over 152 Holiday homes in 46 different locations throughout NZ!

And these locations include those hard hit tourist destinations, Kaikoura, Rotorua and Queenstown

For peace of mind, Marram's also offering a 100% refund on your holiday should cancellations be required due to NZ returning to Alert Level 3, or 4 within 2 months of the start of your booking.

Check the Marram locations to see the options for your next family holiday or city break!



NOTICES

CHRISTMAS BALLOT

The Christmas Ballot closes at 5pm on 13th July 2020. If you want to enter this ballot for a Marram home between 19 December 2020 – 30 January 2021, make sure you've entered your ballot requests in time. You're not able to make an entry after the 5pm closing time.

Any problems, please email support@marram.co.nz

Due to covid-19 all homes are now cleaned on departure.
Check in and check out times

COVID-19 INFORMATION

As we've moved through the Alert Levels of Covid-19 Marram's very happy to inform you the homes are open for bookings again.

When NZ moved to Alert Level 4 and then 3, Marram homes were closed and full refunds were provided to holiday makers.

Accommodation for emergency use and by essential services business workers was made available within the Marram Community. It's pleasing to say that Marram continued to help many people during such trying times.

Prior to moving to Alert 2 all homes were thoroughly cleaned before opening. To ensure a high standard of cleaning is kept at this level, Marram now completes a clean at the end of each stay for all homes. **This is a one-off cost which is added to your booking.**

As everyone moves through the Alert Levels and there is more freedom, it's up to us all to keep the rest of New Zealand safe.

These are the most important things that you can do:

- **COVID-19 is still out there. Play it safe.**
- **Keep your distance from other people in public.**
- **If you're sick, stay home. Don't go to work or school or travel. Don't socialise.**
- **If you have symptoms of cold or flu call your doctor or Healthline and get tested.**
- **Wash your hands. Wash your hands. Wash your hands.**
- **Sneeze and cough into your elbow, regularly disinfect surfaces.**
- **If you have been told to self-isolate you must do so immediately.**
- **Keep a track of where you've been and who you've seen.**

MURRAY & BAXTER

In my 20 years employed at Marram, I have seen huge changes in processing the Marram benefits including:

All homes were balloted and ballot entries could only be made by completing and posting a form. We then had to manually input up to 25 entries over multiple weeks;

Bookings could only be made over the phone with an invoice sent for payment to be made by Billpay at a Post Shop or sending us a cheque;

Healthcare requests had to be posted and a cheque was issued if bank account details weren't provided. Payment advices were posted out for all healthcare requests received.

I joined the NZPO 40 years ago and started with Marram. And when a holiday was booked, you were expected to mow the lawns, weed the garden and clean the windows during your stay.
There was no carpet on the floors - just lino and you had to feed the TV with 50 cent coins to enable it to operate which paid for the rental of the TV.

2016 was a great year for me when I purchased my new Ford Mustang and got my puppy Baxter.
Baxter is a very lucky dog as he travels to work with me every day and loves to greet staff and visitors as they arrive at the office.

I really enjoy working at Marram with an awesome team that provides a great service of the wonderful benefits Marram offers to its contributors and Lifetimers.

KIM

During the 20 years that I've been working for Marram, there have been an incredible amount of changes.

When I started at Marram in 2000 as a part-time office administrator my role included opening/sorting mail, mailing out replacement holiday home items to House Volunteers such as toasters, kettles etc, folding /posting remittance statements for healthcare requests, processing cheque payments for Holiday home bookings and taking these to the bank.

Several tasks are now done on-line in the case of House Volunteers they now purchase replacement items themselves.

Over the years, I've enjoyed a variety of roles including Contributor Services, Accounts Administrator, Marketing Co-Ordinator, Team Leader Customer Services & Property Manager.

After taking Maternity Leave in 2008 to have my daughter Daisy, I returned to the Marram Support Team in a part-time role where I continue to be today. I've immensely enjoyed my time at Marram and have had the pleasure to work with some amazing people over the years including staff, suppliers and house volunteers.

In my spare time, I enjoy reading, baking and going to the gym to work it off lol.

REWARDS

HOW WOULD YOU SPEND $50?

Who says no good deed goes unrewarded!

This promotion only runs 29 May - 15 June **so get recruiting now!**

*** T's & C's -**
Please make sure to tell your workmate that they will need to choose "Referred by Marram Contributor" when asked how they heard about Marram during sign-up.

Standard Marram T's & C's apply.

You already know how amazing it is to be part of Marram, so if you spread the word with a workmate, you can both enjoy a gift voucher of your choice! From $40 to spend on your next family shop, or fuel up, to a fantastic $50 towards your next Marram holiday.

Once your colleagues sign up and they mention your name, of course!

Why does Marram run referrals?

In each Outlook, you'll have noticed the referral campaigns and perhaps wondered why we run them when being a part of the Marram Community looks such an obvious choice. Well, your referrals work!

And it creates a chance for you to chat with your colleagues about Marram and encourage them to get involved. A personal reference from someone like you who's already involved works well.