

## MTB dubbed Best Customer Service Bank in BD 2022

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A Monitor Report

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# MTB

Dhaka : Mutual Trust Bank Limited (MTB), one of the leading bank in Bangladesh, has been recently named winner of the prestigious 'Best Customer Service Bank (BCSB) - Bangladesh in 2022' award by the UK- based premium business and finance magazine International Finance, established to recognise and reward excellence for organisations all over the world.

MTB received the award for its exceptional customer service, commitment to innovation and its omni-channel strategy, which includes fully digital banking services integrated with the traditional banking channels, online and mobile banking experiences.

MTB's significant investments in digital solutions enable the Bank to accommodate changes in technology, educate consumers and improve access to financial products and services.

For providing superior customer service experience world-best Core Banking Software (CBS), TCSBANcs has been installed which effectively helped the bank to build a robust digital banking ecosystem.

Apart from a 24/7 Contact Centre at 16219, MTB has a wide banking network with 119 branches, 37 Sub branches and 200+ Agent Banking Centres through which the bank's customers can easily receive banking services. Customers can also access service using Mbot through MTB Website.

It may be mentioned here that the bank has the largest airport lounge network of

the country which makes the travelling experience exquisite for its customers.