

## MTB goes beyond traditional banking services, offers customers cutting-edge airport lounge facilities

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Dhaka : Mutual Trust Bank PLC-a renowned name in the country's banking sector-boasts the biggest network of exclusive airport lounges across the country. With such state-of-the-art facilities, MTB aims to offer its customers a premium lifestyle by improving their air travel experience, going beyond traditional banking services.

Syed Mahbubur Rahman, Managing Director and CEO of Mutual Trust Bank PLC, shared the bank's purpose behind its cutting-edge services, apart from conventional banking facilities, which have won the hearts of millions of its customers.

Through such innovative ideas, MTB not only has helped enrich the bank's customers' lifestyles, but also made a name for itself in the country's airport lounge industry.

With a staggering number of eight airport lounges countrywide-the highest among any other bank-MTB offers this particular splendid facility to the bank's credit and debit cardholders alike, informed the MD and CEO.

Furthermore, in 2023, MTB became the first bank to establish an airport lounge facility at Dhaka Airport exclusively for account holders.

Thanks to the sheer comfort and quality service air travellers experience at the bank's exclusive airport lounges, featuring ultramodern luxury amenities, the very first name that comes to mind upon hearing the word "airport lounge" now is MTB, claimed Rahman.



Syed Mahbubur Rahman, MD & CEO, MTB

He further mentioned, following the recent boom in the country's air travel industry, with the number of air passengers increasing unprecedentedly, the bank felt it was a need of time to leave its footprint across the aviation sector.

Also, such creative and personal lifestyle services result in continuous growth of the bank's huge customer base, as people find such one-of-a-kind facilities that MTB offers nowhere else, according to the MD and CEO. This, in turn, helps the bank sell its other products to its satisfied cardholders.

That is not all. The bank, in fact, offers end to end complete travel solutions to its customers. For instance, MTB pioneered in offering cardholders airport pick and drop services, claimed Rahman.

Furthermore, their plan is to grow their enormous airport lounge network simultaneously with the opening of more airports in the country.

For example, the bank is eyeing to have another airport lounge at Dhaka Airport's Third Terminal, mentioned the head of the bank.

The bank also has in place four foreign currency exchange booths at Dhaka Airport for the convenience of its arrival and departing air travelling customers.

Also, during hajj flight operations, MTB also offers services to pilgrims from its hajj booth at the hajj camp-that has garnered a great response

from the respected hajj pilgrims, stressed Rahman, adding, the ministry has even recognised the bank for its thoughtful endeavours.

Talking about the current challenges in the banking sector, the veteran banker urged the interim government to resolve the prevailing issues of non-performing loans, liquidity crisis and confidence lack of international partners in the country's banks.

He further stressed the importance of improving the sector's human skill set and professionalism, with a push towards ethical banking practices.

Lastly, good governance and transparency is key, without which no organisation can sustain, concluded Mahbubur Rahman, with hopes the sector will successfully overcome the current crisis with time.