

MTB leads with AI powered voice-assisted banking on MTB Neo

- A Monitor Report

Date: 17 December, 2025



Dhaka : Mutual Trust Bank PLC (MTB) has marked a significant milestone in the country's digital banking landscape with the launch of a pioneering, benchmark-setting Voice-Assisted Banking feature, available in both Bangla and English, on its flagship digital platform, MTB Neo.

The Voice-Assisted Banking service enables customers to carry out essential banking activities-such as Fund Transfers, MFS Transfers, Mobile Recharge, and Card and Utility Bill Payments-using simple voice commands. This hands-free and intuitive experience is designed to enhance accessibility, convenience, and ease-of-use for all customer segments, particularly those seeking faster, touch-free digital interactions.

Speaking on the occasion, Syed Mahbubur Rahman, Managing Director and CEO of MTB, stated: "The introduction of Voice-Assisted Banking is

a testament to MTB's commitment to shaping a future-ready, inclusive digital banking ecosystem. By bringing intelligent voice-enabled process into mainstream banking, we are making financial services more intuitive, more accessible, and truly aligned with the evolving needs of our customers-reflecting our promise."

The new Voice-Assisted Banking feature is available in the latest version of the MTB Neo app both on Android Playstore and iOS Appstore platform. MTB continues to strengthen its digital transformation roadmap to deliver secure, seamless, and user-centric financial services.