

MTB leads with largest network of airport lounges in BD

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Dhaka : Airport lounges have become an integral part of air travel in today's times. Amid waiting periods for flights at the airports, passengers can now relax, eat and spend an enjoyable time with utmost comfort, thanks to the airport lounges.

On this note, Mutual Trust Bank Ltd leads the way with the largest network of airport lounges in the country. Currently, the bank has four state-of-the-art Air Lounges at different airports across the country: one at International Terminal of Dhaka Airport and others at domestic terminals of Chattogram Airport, Sylhet Airport and Cox's Bazar Airport.

Syed Mahbubur Rahman, Managing Director and CEO of Mutual Trust Bank Ltd said this while talking to The Bangladesh Monitor at his office in the capital recently.

Soon, MTB will be opening two more Air Lounges at domestic terminals of Saidpur Airport and Dhaka Airport by January-February, 2022, the Managing Director of the Bank mentioned.

The idea behind going forward with the lounges follows three key contributions MTB wants to make: bringing convenience to travellers, promoting country's tourism and strengthening the bank's brand image.

"Airports are considered as travel hubs and they are handling thousands of

passengers daily. Since we aim to increase our touchpoints in customer segment, the airport lounges serve as the best possible way to get closer to such a huge number of people, both locals and internationals," Rahman added.

A good number of guests are currently visiting the airport lounges every day. And the volume of visitors is increasing day by day, noted the Managing Director.

Airport lounge features

The Air Lounges of MTB offer world-class facilities and quality services to their guests. Among the general amenities are: great food spread from renowned caterer, internet service through Wi-Fi, flight information display, QLED TV, library, newspapers, magazines, separate restroom for men and women, changing and shower facility for men at HSIA, free local call facility, and mobile charging ports.

At the airport lounges, the bank also provides the visitors with some special facilities such as card status checking, endorsement, foreign part enabling and disabling of cards, e-commerce enabling etc.

But what makes MTB Air Lounges unique than others are the special amenities they offer: full body massage chair, foot massage machine, calf massage machine, and shoe shiner. MTB Air Lounge pioneered in introducing such services at an airport lounge in Bangladesh. Considering the pandemic situation, the air lounges now feature air purifier as well.

Credit card benefits for travellers

MTB arranges various types of campaign offers on credit cards for their cardholders. Very attractive discount offers on country's leading airlines, renowned hotels and resorts, restaurants, and travel agencies are available on cards with many other features.

Currently, the bank has 65 thousand active credit cards, further noted Rahman.

With the credit cards, customers can avail many attractive offers from different outlets in the country including hospitals, clinics, restaurants, fashion houses, electronics stores etc.

MTB is also working with different hotels overseas which will soon enable their customers to avail attractive offers at those premises using their credit cards, mentioned the MD of the bank.

Other services dedicated to travellers

MTB has two Foreign Currency Exchange Booths at Arrival and Departure Terminal of Hazrat Shahjalal International Airport in the capital which are 24/7 operational. In addition, for passengers' convenience, another exchange booth will be opening soon at HSIA, Dhaka Concourse Hall Departure Terminal One, shared Rahman.

Currently, special segmented customers get pick and drop as well as meet and greet services at Dhaka Airport for international travel only. Apart from that, the Air Lounges are open for all MTB customers.

Also, MTB VISA Signature and Mastercard World credit card holders get yearly ten free access at over 1,100 airport lounges across the world. And they do not require any additional priority card to gain the access at the lounges worldwide, only the credit card will do.

Cashless trend in post-pandemic

Rahman, also mentioned, the pandemic led to a rise in cashless transactions. Besides cards, app usage has also increased, he claimed, adding, MTB Smart App has an attractive feature: gift vouchers. Customers can gift vouchers to their near and dear ones.

With that voucher, the receivers can avail different services from a long list of merchant category - restaurant, fashion house, resort, hotels, electronics stores etc.

MTB is also the first Bangla QR code issuer, claimed Rahman. Through the QR code services of the app, customers can even pay for shopping at different markets in the capital.

With 119 branches, 33 sub-branches, 170 agent banking centers and 311 ATM booths across the country, Mutual Trust Bank Ltd envisions to be: one of the best performing banks in Bangladesh, the bank of choice and a truly world-class bank, with an array of products and services in search for excellence and to create an impressive economic value.

“I would like to thank our regulatory body Bangladesh Bank and the Civil Aviation Authority of Bangladesh for supporting us in our endeavours to contribute to the economy and tourism,” concluded Syed Mahbubur Rahman.