MTBiz

MONTHLY BUSINESS REVIEW
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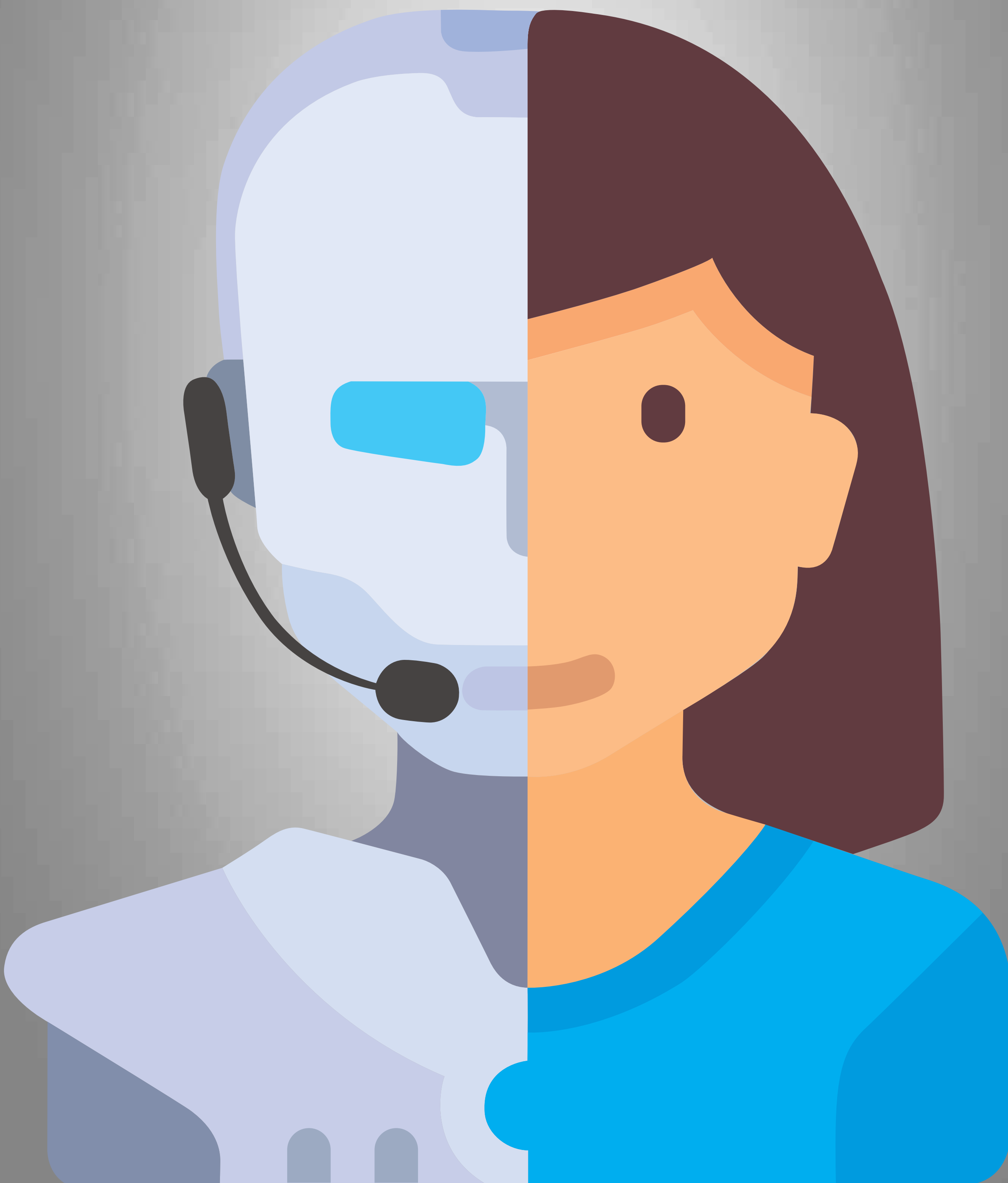
JULY 2018

AI-POWERED CHATBOTS IN BANKING



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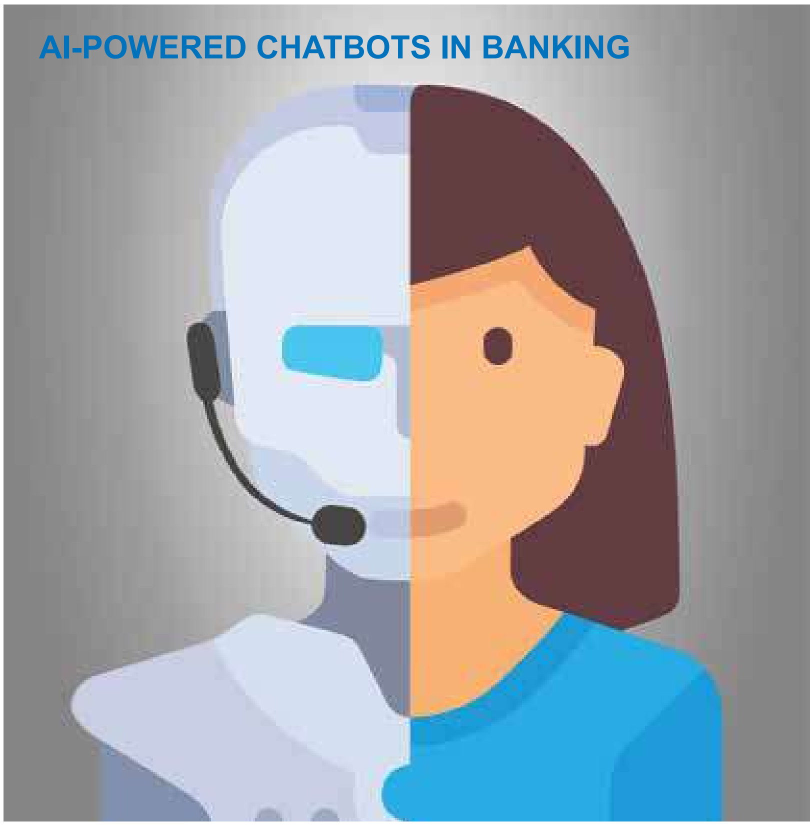

Contents

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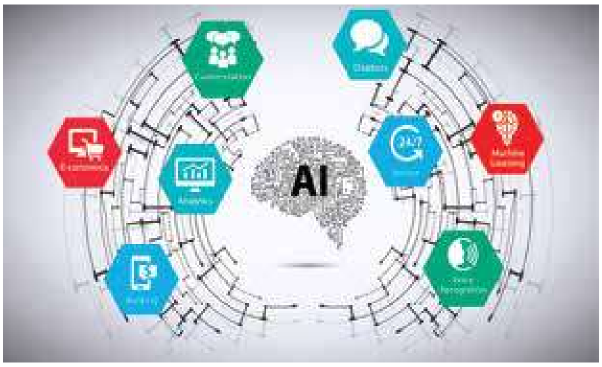
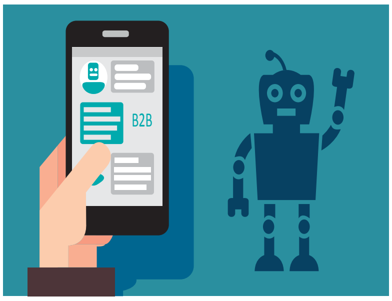
AI-POWERED CHATBOTS IN BANKING

Today's companies are racing towards artificial intelligence (AI) to make it a big part of their digital strategy. The rise of chatbots in finance and banking sectors is the latest wave of new technologies adopted. Particularly in the banking industry, it is changing the face of the communication interface by adopting artificial intelligence (AI).



Leveraging the strength of artificial intelligence and increasing popularity of messaging apps, conversational interfaces are enabling unprecedented banking engagement and re-establishing relationship banking. Chatbots (bots) are essentially intelligent software services that enable customers to have digital conversations, or chats, with a company online or on a mobile device so that they can obtain everything from products or service information to advice and recommendations. While some chatbots operate on a company's website, those that operate on messaging services such as Facebook, Messenger, Slack, or Telegram are becoming more popular. Banks are looking at "smarter" chatbots to deliver better customer experience, while also bringing down expenses and improving efficiency.



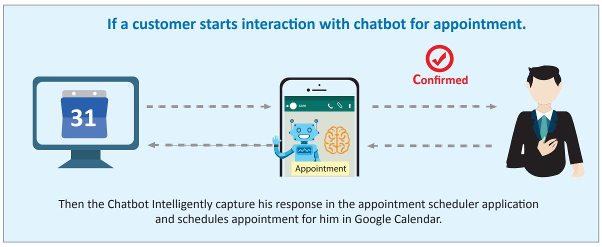
- The popularity of chatbots is slowly rising due to their improved capabilities
- The benefits of chatbots are driving usage well beyond early technology adopters, and banks are responding by offering increasingly capable chatbots
- Retail bankers will need to develop and implement a chatbot strategy more quickly than they might have previously expected

Why the banking industry needs chatbot?

Introducing chatbots in the banking sector can bring a huge change in customer experience and keep up the pace with changing customer expectations. Chatbot has the potential to automate all the repetitive questions which are time-consuming and has a huge impact on the department's performance. No matter the use-case, banks are now stepping forward to use chatbots to simplify the overall banking experience for the customers.

BANKING CHATBOT USE CASES:

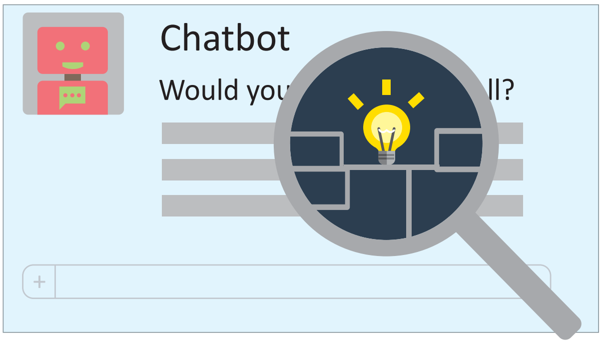
Banking chatbots can lead to new accounts



Like any other service, banks need to continue acquiring new customers. The average user doesn't usually differentiate between banks, unless they have an existing relationship with one of them, or one of the banks offers something unique that they're interested in. In most cases, users don't see the need to go out of their way to contact a bank and seek information about its interest rates or special services. They either find the information on the bank's website, or move on to the next bank.

This is where an online chatbot can make a big difference.If users browsing your bank's website are greeted with a polite 'hello', invited to ask questions about a product, and pointed in the right direction where they can find relevant information, they take home a much better impression of your bank. This simple engagement can increase the number of potential customers interacting with the bank and will lead visitors to open new accounts.

Chatbots and conversational money management



Prompting new customers to open bank accounts and purchase financial products is just the beginning. Banking chatbots have an even bigger role to play in what comes next — money management. More and more users are switching to mobile banking. It's easy, intuitive, and it lets them keep an eye on their funds round the clock.

The same parameters apply to their money management preferences. Your customers want to be able to enquire about the status of a service request, know their credit score, set and manage budgets, and receive notifications about all their transactions — as quickly as possible. AI bots that can provide this information, right from the convenience of your bank's mobile application or website, can do wonders for your bank's image. It's hardly surprising that some of the leading banks have already taken this route, and several others are offering some of these services.

Personal banking services

Gone are the days of standing in long queues at the bank and filling out paperwork to access general banking services. Introducing chatbots in the banking industry improves overall customer satisfaction and engagement. Customers can check account balance or simply ask for a statement of the transactions using a simple interface with the help of chatbots.

To execute these account-related activities, a unique identifier is provided by the customer to get authorized and access account data. Transferring funds to an inter-bank or third party by certain authentication methods can save customers time and workload to bankers.

Customers can also get a quick view of their earnings and expenditure from customers previous data and the plotted graph can show how much they will spend in coming months.

Uninterrupted customer support

Customers served with a most personalized approach is the key to growth. Without customer satisfaction, no organization can sustain for long in the market. In the banking industry, it is necessary to provide 24×7 customer support. Chatbots will help with tasks like resolving queries, options to update client KYC, provide information on new schemes and services around the clock. They ensure that the customer's queries are solved in the shortest period and never let customers feel that they are interacting with a machine.

Customer feedback & measurements

All the branches around the globe will analyze their individual usage rate on the available schemes and obtain feedback from each customer. Based on the overall feedback, management can further consider refining existing schemes or implement new plans. Digital collaboration networks like intranet form the basic building block for gathering meaningful insights to gain business efficiency and smooth workflows. Imagine a chatbot on such intranets helping employees access the information with just a conversation.

Intranet-based chatbot can help employees for better internal communication to gather insights from different branches and help the core management to take further innovative steps. Hence, it gives a win-win for both employees in gaining meaningful insights and banks in gaining productivity. "By 2022, 40% of customer-facing employees and government workers will consult daily an AI virtual support agent for decision or process support."

Delivering personalized marketing

The banking industry has a wide range of products and services for its customers. But, not all customers are attentive to every service. Chatbots can deliver personalized offers to customers based on their profile data or life events. Highly-targeted products and services are brought to the customers at the right time by the preferred messaging apps which can intensely increase conversion rates. By using this channel for communication, banks can achieve a higher market value without annoying the customer.

Employee self-service

An employee should login to HRMS and raise a request to update his details or access personal records or payroll details or transact with the Human Resource officials personally. If this process is carried out using chatbots, employees can apply leave, access personal details, payroll details, update contact details, reviewing of the timesheet, requesting for overtime payment, viewing of compensation history and submitting of reimbursement slips without much of human intervention. Employees can chat with the bot and ask to raise a request on their behalf so that they can better utilize their work hours and increase productivity. Employee self-service portal may be operated on an intranet or via a web service.

Benefits of using chatbots in banking industry:

Chatbots are the new 24/7 customer service tool that can operate without any human interface once they're set up. Help to automate fraud prevention processes and collect critical information from potentially impacted bank users. Push relevant content to end users and analyze user engagement. Lead an organization's personalized methodology and create incremental income. Makes your brand identity more consistent with one voice, one message, one tone for each client. Run smoothly during peak traffic times, which means that the response rate will remain consistent, resulting a great user experience.

Examples of the world's biggest banks which are using chatbots to boost their business:

Being one of the biggest banks in the USA, Bank of America (BoA) is riding the tide of AI-powered chatbots in the financial sector. A year ago, the organization introduced Erica, a voice-and-text empowered chatbot for clients. Erica had commended as an advanced virtual assistant to help clients make smarter decisions. Erica helped in sending notifications, suggests ideas how a customer can save money, gives reports on their FICO score, and encourages payment of bills within the banking application.

JPMorgan Chase:

Even though chatbots are often used to automate repetitive tasks, the biggest U.S. bank JPMorgan is utilizing bots to streamline its back-office operations. They recently launched COIN, a bot which can analyze complex legitimate contracts quicker and more proficiently than human lawyers. Since its launch a year ago, the bot has helped JPMorgan spare more than 360,000 hours of labor.

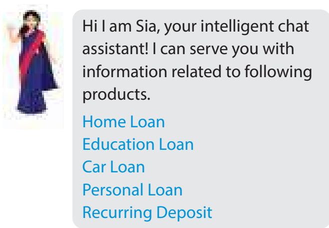
This chatbot additionally uses the technology to parse messages for employees, allow access to software systems, and handle basic IT requests like resetting passwords. Later, the organization intended to keep using bots to find a new source of income, decrease expenses and reduce the risks.

Capital One:

Capital One introduced Eno, a text-enabled chatbot that helps clients to deal with their money using their mobiles. Clients can get information from the chatbot about their account balance, transaction history, and credit limit as an instant message. It can even enable clients to pay their credit card bill in no time.

Eno is the second of Capital One's virtual assistants after the organization launched its own Amazon Alexa a year ago. Alexa is a virtual assistant accepting inputs in the form of voice commands. This bot enables Capital One clients to know about upcoming payments, check account balances, and pay their credit card bill using their voice. Customers can even know the transaction history based on it, so that they can manage their future expenditure.

YES Bank, India



YES Bank in India also launched a chatbot that offers a "conversational smart banking" experience through Facebook Messenger, Twitter, Skype, Telegram or WeChat. The Indian bank is also working to develop advanced AI and multilingual proficiencies.

HDFC Bank, India

HDFC Bank launched an AI bot called "Eva", which it says provides answers in less than 0.4 seconds. Along with a bot to respond to queries, the bank also launched a separate service on Facebook Messenger that offers ticketing for events or trains, mobile phone recharge, or even hailing a cab, like a concierge.

Limitations of Chatbots

As with any digital innovation leveraging machine learning and artificial intelligence, the benefits and limitations of using chatbots are changing over time as more organizations develop use cases and continue

expanding the functionality of the technology. At this time, some chatbots have limited functionality compared advanced chatbots being used inside and outside the banking industry. The limitations below are general in nature without every chatbot having these limitations.

- The dialogue capability can be limited to very a very specific set or format of questions that are established by the chatbot development team. This limitation is quickly diminishing as the technology is being tested and implemented.
- Chatbots have significant limitations based on accents and languages. For organizations in multi-lingual regions, this limitation becomes a more significant barrier.
- Chatbots cannot hold the conversation which means it cannot answer multiple question at the same time.
- Not all consumers are familiar with or comfortable with chatbots because their limited understanding.
- The expansion of chatbot capabilities is limited by the ability to hire trained teams or partner with organizations familiar with this rather new technology.

Conclusion

Unlike the traditional banking methods, chatbots can bring in a better and faster user experience providing 24×7 intelligent customer service. Chatbots helps in streamlining the operations, automate customer

support, and provide a more convenient and enjoyable customer experience. Minimal setup, easy integration, and accessibility via a conversation medium are the key drivers in chatbot adoption. Beyond just using chatbots to respond to customers, leading banks are starting to use technology such as AI and machine learning so that their chatbots can make staff more efficient, augment rather than replace staff or online capabilities, and drive revenue higher. With chatbots become more familiar, driving competitive advantage, retail bankers will need to develop a chatbot strategy more quickly than they might have previously expected.

NATIONAL NEWS

Banks can give guarantee to foreign cos sans prior nod

Bangladesh Bank authorised banks to issue bid bond and performance bond in foreign and local currency on behalf of non-resident firms or companies in favour of concerned authorities in Bangladesh against foreign back to bank guarantee acceptable to them. The central bank issued a circular in this regard with immediate effect giving exemption to the scheduled banks from taking prior approval from the central bank before issuing such guarantees. According to the BB circular issued by its deputy general manager Md Enamul Karim Khan, the scheduled banks, however, will have to hold a back-to-back guarantee from an overseas correspondent or overseas other bank covering the guaranteed amount for issuing such bid bond and performance bond. Besides that, the banks must be satisfied with the legitimate arrangements against the specified purposes for which foreign counterparts are liable to arrange back-to-back guarantee with risk, it said. The banks must also carry out due diligence with regards to KYC (know your client) and other standards about the transactions, the BB circular said.

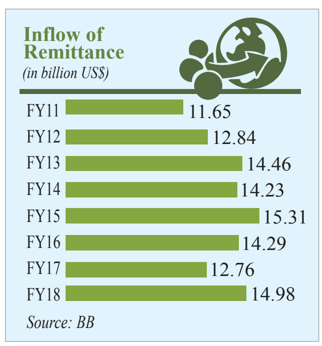
Rohingyas can open bank accounts to receive aid

Rohingya refugees will soon be able to open bank accounts after the Bangladesh Bank (BB) has come up with a system to enable the displaced community to receive financial support from the government and global agencies through a proper channel. The development comes following request from the World Food Programme to prevent overlapping of humanitarian assistance to the refugees. Overlapping will be stopped when the assistance will be distributed through financial institutions, said a BB official. Photo identity documents issued by the government and the United Nations organisations will be accepted for Know Your Client (KYC) purpose. The Rohingya refugees will be given a prepaid debit card or mobile wallet, with which they can pay for their daily needs. Financial service can only be provided within Cox's Bazar, the area designated for Rohingya rehabilitation by the Bangladesh government.

Banking sector nearing 10,000-branch mark

The banking sector is going to set a new milestone as the number of bank branches across the country is likely to reach the 10,000-mark soon. The number of bank branches both in the private and public sectors stood at 9,981 by the end of May. Of them, 5,633 branches are operating in rural areas and 4,348 in urban areas, according to the data available with the Bangladesh Bank (BB). The number of branches was 9,040 -- 5,150 in rural areas and 3,890 in urban areas -- at the end of December 2014. The figure was 8,685 -- 4,962 in rural areas and 3,723 in urban areas -- as of December 2013. The branch network of scheduled banks has expanded fast across the country, playing a significant role in the development and economic growth, bankers said. It also helped deepen the financial inclusion by bringing unbanked people under the banking coverage, they added. The banks continued to enhance penetration into rural areas in line with a BB guideline.

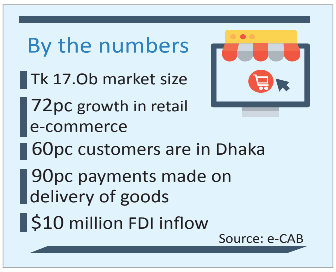
Remittance inflow soars 17pc to USD 14.98b in last fiscal year



The inflow of remittance jumped by more than 17 per cent or USUSD 2.21 billion in the just-concluded fiscal year (FY), 2017-18, following higher fuel oil prices in the global market. The flow of inward remittance rose to USD 14.98 billion in FY 2017-18 from USD 12.77 billion a year ago, according to the Bangladesh Bank's (BB) provisional data. "The upward trend in fuel oil prices in the international market has contributed to raise the inflow of remittance, particularly from the Middle-East countries," a BB senior official told. Currently, 29 exchange houses are operating across the globe with 1,205 drawing arrangements set up abroad to boost the remittance inflow, according to the BB official.

NATIONAL NEWS

E-commerce business growing fast



E-commerce business has been expanding fast in the country over the years riding on the ever-increasing internet facility. The size of e-commerce market crossed the BDT 17.0 billion-mark in 2017 from BDT 4.0 billion in 2016, according to the data available with e-Commerce Association of Bangladesh (e-CAB). e-CAB general secretary Abdul Wahed Tomal told that the market size is expected to reach BDT 70 billion (BDT 7,000 crore) by 2021. As of 2016, a total of USD 50 million was invested in the sector. Of the total, USD 10 million came as FDI. Retail e-commerce is growing at 72 per cent a month. The e-commerce sector in the country largely depends on the 'cash on delivery' mode of payment. The market share of Daraz is estimated to be 40 per cent. Currently, 25,000 small and medium enterprises (SMEs) are involved with this sector.

'Bangladesh's uplift opens up new horizons in Indo-Bangla ties'

Bangladesh's graduation from LDC will open up new frontiers and horizons in the economic engagement between Bangladesh and India bringing in further benefits to the citizens of the two friendly neighbours, a high-level policy dialogue told. Bangladesh High Commissioner to India Syed Muazzem Ali chaired the dialogue organized by Bangladesh High Commission in New Delhi in cooperation with Federation of Indian Chamber of Commerce and Industry (FICCI) at FICCI conference hall. Deputy High Commissioner ATM Rokebul Haque also spoke, according to Bangladesh High Commission in New Delhi. The speakers agreed that Bangladesh's graduation from the Least Developed Country (LDC) category is a milestone in the country's goal of achieving the 2030 agenda for sustainable development. The status is expected to hugely impact the bilateral economic relations between India and Bangladesh, especially in investment and doing business together, they said. The envoy urged the Indian business people to invest in Bangladesh in "buy-back" projects.

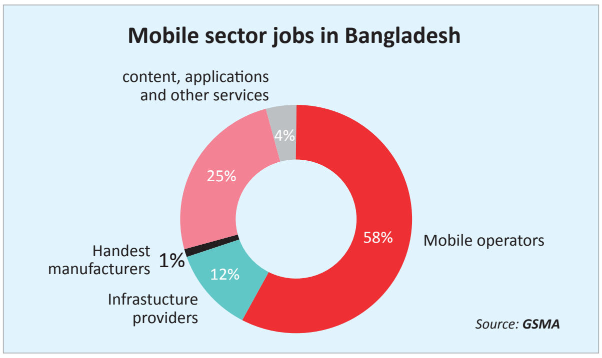
Bike makers ride into booming market

Motorcycle sales year-on-year have increased nearly 35–40 per cent to about 4.5 lakh units this year so far, and the conditions are buoyant like never before. Explaining the reasons behind this upswing, industry insiders said that after the government extended the existing VAT exemption to local motorcycle manufacturers, more firms were coming to establish manufacturing plants in the country. More than 75 per cent of the country's population was less than 40 years old. GDP per capita (PPP-based) of Bangladesh was around USD 4,561, which was directly contributing to a huge growth in the automobile sector of Bangladesh. Runner established its motorcycle manufacturing plant in Bhaluka, Mymensingh, where 500 units of motorcycles are produced per day. Bangladesh imports motorcycles from China and India. Every month, 1,000 units of motorcycles are being exported to Nepal. Approximately, 4 lakh units of motorcycles have been sold in 2018.

WB gives USD 715m for primary education, statistics

Bangladesh will receive USD 715 million as concessional loan from World Bank (WB) to improve its primary education and produce quality statistics timely. Shofiqul Azam, secretary to Economic Relations Division (ERD), and Qimiao Fan, WB country director, recently signed two deals in this regard. A WB statement said one deal comprised a USD 700 million "Quality learning for all programme", which would improve quality and access to primary education, benefitting over 18 million children, from pre-primary level to class five. Besides, over 100,000 teachers will be recruited to join the existing 400,000 primary school teachers to attain the global teacher-student ratio standard. Further, around 100,000 teachers will receive improved training, including Diploma in Education under the University of Dhaka. The other deal, encompassing a USD 15 million National Strategy for Development of Statistics Implementation Support Project, will help improve the Bangladesh Bureau of Statistics' capacity to produce quality core statistics, timely accessible to policymakers and the public.

Mobile ecosystem likely to create '8.5 lakh jobs by 2020'

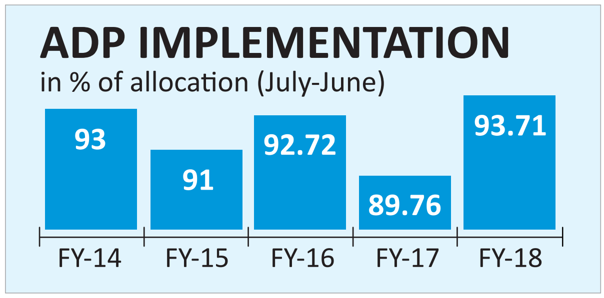


The mobile ecosystem will provide employment to 8.5 lakh people in both formal and informal sectors in Bangladesh by 2020, says a report of the GSMA, the global trade body of mobile operators. The employment is expected to grow at around 9 per cent from 7.80 lakh to 8.5 lakh from 2016 to 2020, largely driven by direct employment creation in the mobile industry, the report predicts. The mobile ecosystem comprises mobile network operators, infrastructure service providers, retailers and distributors of mobile products and services, handset manufacturers, and mobile content, application and service providers. In 2015, the mobile ecosystem generated 6.2 per cent of the country's GDP—a contribution that amounted to around USD 13 billion of the economic value added. Moreover, the mobile ecosystem provided employment to more than 7.60 lakh people in Bangladesh (both formal and informal employment) and made a significant contribution to the funding of public sector activities, in excess of USD 2 billion, in 2015.

ADB gives USD 500m for 800MW plant

The Asian Development Bank's board of directors has approved a USD 500 million loan to develop a modern 800 megawatt power plant in Khulna along with associated connections to natural gas and power transmission facilities. The ADB-financed project design will ensure that the Rupsha plant uses the latest combined cycle technology, which offers the highest efficiency to convert gas to electricity. It will also use the most advanced water treatment processes to purify and recycle liquid waste at the end of the industrial process, leaving zero discharge. The project will also finance construction of a 230-kilovolt switchyard at the power plant and 29km of high capacity transmission lines to transfer electricity from Rupsha to the grid. The total cost of the project is USD 1.14 billion, with the Islamic Development Bank contributing USD 300 million in co-financing and Bangladesh USD 338.5 million on top of the ADB's support. The project is due to be completed by the end of June 2022. Grant financing of USD 1.5 million will also be provided from the ADB's Japan Fund for Poverty Reduction.

ADP spending hits record high



Spending on development projects hit 93.09 percent of allocation in the just concluded fiscal year, the highest in the country's history, riding on a massive escalation in expenditure in the last month of fiscal 2017-18. Ministries and divisions spent BDT 146,703 crore of the revised annual development programme (ADP) in the last fiscal year. ADP implementation rate stood at 89.76 percent in 2016-17 when the government spent BDT 107,085 crore. Historically, the ADP spending rate remains low in the beginning of a fiscal year and gets momentum in the second half of the year. . In July-May of 2017-18, the ministries and divisions together spent BDT 98,978 crore against the full-year's revised allocation of BDT 157,594 crore, according to the Implemen-tation Monitoring and Evaluation Division (IMED). This meant they used BDT 48,725 crore in June alone against their monthly average expenditure of BDT 8,998 crore in the preceding 11 months. In the last fiscal year, the use of the government's own fund was BDT 87,973 crore, accounting for 91.32 percent of the allocation. It was 92.85 percent, or BDT 72,145 crore, in the previous fiscal year.

'Bangladesh exports medicines to 151 countries'

Health Minister Mohammed Nasim has said Bangladesh is currently exporting medicines to more than 151 countries across the world. India, Sri Lanka, Germany, USA, France, Italy, UK, Canada, The Netherlands and Denmark are the biggest importers of Bangladeshi medicines, minister said. Nasim also mentioned that pharmaceutical companies of Bangladesh are producing good quality of drugs. Once Bangladesh used to import most of the drugs what we needed, but now situation has changed over the last two decades, he added. Nasim requested the pharmaceutical companies to reduce the prices of drugs so that common people of the country can afford it.

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MTB OPENS AGENT BANKING CENTRE AT CHANDGAZI, CHAGOLNAIYA, FENI

Mutual Trust Bank Limited (MTB) has recently launched an Agent Banking Centre at Chandgazi, Chagolnaiya, Feni 3910. Former Chairman and Director, MTB, Rashed A. Chowdhury inaugurated the Centre on Saturday, July 14, 2018. Upazila Chairman, Chagolnaiya, Feni, Mezbahul Haider Chowdhury Sohel, Chairman, Mahamaya Union Council, Goreeb Shah Hossain Badshah Chowdhury, MTB Deputy Managing Director & Chief Business Officer (CBO), Syed Rafiqul Haq, Head of MTB Chattogram division branches, Md. Khurshed Alam, Group Chief Communications Officer, Azam Khan, Manager of MTB Feni Branch, Giash Uddin Ahmed, Head of Agent Banking, Madan Mahan Karmoker, local elite, leaders of local business associations and people from different strata also attended the inauguration ceremony.

MTB INAUGURATES "PROMOTING KNOWLEDGE SEASON 7" IN PARTNERSHIP WITH THE DAILY STAR

The Daily Star MTB

MTB inaugurates "Promoting Knowledge Season 7" for Dhaka University (DU) students, in partnership with The Daily Star. Professor Dr. Akhtaruzzaman, Vice Chancellor, DU, Mahfuz Anam, Editor, The Daily Star and Anis A. Khan, Managing Director & CEO, MTB launched this year's program titled as "Promoting Knowledge Season 7", at the auditorium of the Institute of Modern Languages (IML), DU on Tuesday, July 03, 2018.

Since 2012, MTB has been providing free copies of The Daily Star to selected DU resident students, chosen every year on the basis of merit and their economic background. Some 1,000 DU resident students will get a copy of The Daily Star each, free of cost, at their dormitories over the next one year.

CEO, UNION DE BANQUES ARABES ET FRANÇAISES VISITS MTB

A team of senior officials from Union de Banques Arabes et Françaises (UBAF), France led by Aymeric de Reynies, Chief Executive Officer visited MTB and held a business meeting on July 11, 2018 at MTB Centre, 26 Gulshan Avenue, Dhaka 1212. Kazi Sharek Kader, Regional Chief Representative and Mr. Rezaul KARIM, Senior Relationship Manager, UBAF accompanied the CEO.

Anis A. Khan, Managing Director & CEO, Sayed Abul Hashem, Group Chief Financial Officer (GCFO), Md. Bakhteyer Hossain, Head of MTB International Trade Services (MITS) and A.T.M. Nesarul Hoque, MTB Financial Institution Services (MFIS), MTB were present at the meeting.

MTB SIGNS AGREEMENT WITH FINTECH INNOVATIONS INTERNATIONAL DMCC, UAE

মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড
Mutual Trust Bank Ltd.
you can bank on us

TRADEASSETS
POWERED BY BLOCKCHAIN

MTB has recently signed an agreement with Fintech Innovations International DMCC, UAE, at a simple ceremony held on Thursday, July 05, 2018 at MTB Centre, the bank's Corporate Head Office, Gulshan 1, Dhaka 1212.

Under this agreement, MTB becomes a subscriber of "TRADE ASSETS" digital platform - the first blockchain-powered trade finance e-Marketplace, which will enable MTB to enhance its capabilities in reaching out to all foreign financial institution members of the platform, directly, with a view to executing trade finance related transactions instantly in a highly secured manner.

Sumit Kumar Roy, President & CMO, Fintech Innovations International DMCC, UAE and Md. Bakhteyer Hossain, Head of MTB International Trade Services Division (MITS) signed the agreement on behalf of their respective organizations. Azizunnessa Huq, Executive Director, Fintech Innovations International DMCC, UAE, A.T.M. Nesarul Hoque, Vice President, MTB and other senior officials were also present at the ceremony.

MTB FIRST HALF 2018 (Q2) BUSINESS CONFERENCES HELD

MTB DHAKA DIVISION BRANCHES

MTB Dhaka Division Branches (MDDB) held its Q2 Business Conference 2018 on July 12, 2018 at MTB Training Institute (MTBTI), MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208. All 59 MTB branch managers from across Dhaka division participated in the conference.

Anis A. Khan, Managing Director & CEO, Syed Rafiqul Haq, Deputy Managing Director & Chief Business Officer, Goutam Prosad Das, Deputy Managing Director, Syed Rafiqul Hossain, Head of MTB Dhaka Division Branches (MDDB), Tarek Reaz Khan, Head of SME & Retail were present at the conference.

MTB CHITTAGONG DIVISION BRANCHES

MTB Chittagong Division Branches (MCDB) held its Q2 Business Conference 2018 on July 19, 2018 at Hotel Agrabad, Agrabad, Chittagong 4000. All 24 MTB branch managers from across Chittagong division participated in the conference.

Anis A. Khan, Managing Director & CEO, Md. Khurshed Ul Alam, Head of MTB Chittagong Division Branches, Tarek Reaz Khan, Head of SME & Retail were present at the conference.

MTB OTHER DIVISION BRANCHES

MTB Other Division Branches (MODB) held its Q2 Business Conference 2018 on July 15, 2018 at MTBTI, MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208. All 31 MTB branch managers from across other division participated in the conference.

Anis A. Khan, Managing Director & CEO, Goutam Prosad Das, Deputy Managing Director, Khondakar Rahimuzzaman, Senior Executive Vice President, Tarek Reaz Khan, Head of SME & Retail were present at the conference.

MTB AGENT BANKING

MTB Agent Banking Department held its Q2 Business Conference 2018 on June 30, 2018 at MTBTI, MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208.

Agents from all over the country participated in the conference hosted by Madan Mahan Karmoker, Head of Agent Banking, MTB.

INAUGURATION OF MTB 24/7 ATM AT BARIDHARA COSMOPOLITAN CLUB

MTB has recently opened its 24/7 ATM Booth at Baridhara Cosmopolitan Club, Dhaka 1212 on July 16, 2018.

Lieutenant General Masud Uddin Chowdhury (Retd.), President, Baridhara Cosmopolitan Club and Anis A. Khan, Managing Director & CEO, MTB jointly inaugurated the ATM Booth at a ceremony held at the club premises.

Kh. Rashedul Ahsan, Salma Hossain (Ash), Syed Ershad Ahmed, Meherun Nessa Islam, Ahmed Jamil Ibrahim, Member, Executive Committee, Baridhara Cosmopolitan Club and Mohammad Anwar Hossain, Head of Cards Division, Azam Khan, Group Chief Communications Officer, Md. Rabiul Alam, Head of Alternate Delivery Channel (ADC), MTB along with other senior officials from both the organizations were also present at the ceremony.

MTB SIGNS AGREEMENT WITH BIMAN HOLIDAYS

মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড
Mutual Trust Bank Ltd.
you can bank on us

Biman Holidays

MTB has signed an agreement with Biman Holidays, the holiday wing of Biman Bangladesh Airlines (Biman), at a simple ceremony held at the bank's Corporate Head Office, MTB Centre, 26 Gulshan Avenue, Dhaka 1212 on July 09, 2018.

Under this agreement, MTB cardholders will enjoy 10% and 20% discount on base fares for domestic and international flights, respectively, till the year end.

Syed Rafiqul Haq, Deputy Managing Director & Chief Business Officer, MTB and Atique Rahman Chisty, General Manager, Marketing & Sales, Biman Bangladesh Airlines signed the agreement on behalf of their respective organizations.

Among others Md. Shafiuddin, CEO, Biman Holidays, Mohammed Salahuddin, Deputy General Manager, Biman, Mohammed Anwar Hossain, Head of Cards and Azam Khan, Group Chief Communication Officer, MTB were present at the ceremony.

TRAINING PROGRAM ON CASH OPERATIONS

MTB organized a training program on "Cash Operations" on July 04, 2018 at MTBTI, MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208.

TRAINING PROGRAM ON "INTRODUCING TWO-FACTOR AUTHENTICATION (2FA) ON SWIFT WEB PLATFORM"

MTB organized a training program on "Introducing Two-Factor Authentication (2FA) on SWIFT Web Platform" on July 07, 2018 at MTBTI, MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208.

WORKSHOP ON "ANTI MONEY LAUNDERING AND TERRORIST FINANCING RISK MANAGEMENT"

MTB organized a daylong workshop on "Anti Money Laundering (AML) & Terrorist Financing Risk Management" recently at MTBTI, MTB Square, 210/A/1 Tejgaon Industrial Area, Dhaka 1208.

MTB Senior Executive Vice President & Chief Anti Money Laundering Compliance Officer (CAMLCO), Swapan Kumar Biswas and other senior officials spoke at the workshop.

MTB INAUGURATES RELOCATED ISHWARDI SME/AGRI BRANCH

MTB has recently relocated its Ishwardi SME/AGRI branch at Niaz Tower, Ishwardi, Pabna 6623.

Md. Abdul Latif, Head of MTB Other Division Branches inaugurated the relocated branch on June 24, 2018.

Dignitaries, members of local business associations, existing and prospective customers, representatives from the media, other MTB officials and people from different strata attended the ceremony.

EID REUNION TOWN HALL MEETINGS AT MTB CENTRE AND MTB TOWER

MTB held Town Hall meetings at MTB Tower on June 19, 2018 and MTB Centre on June 21, 2018 post Eid ul Fitr. MTB officials of all levels met and greeted each other.

NATIONAL NEWS

Dhaka Bank re-elects Chairman

Reshadur Rahman has recently been re-elected as Chairman of Dhaka Bank Limited. He is one of the Sponsor Shareholders of Dhaka Bank Limited & Chairman of the Executive Committee of the Board of trustee of Dhaka Bank Foundation. He is the Honorary Consul General of Poland in Bangladesh.

New DMD of Dhaka Bank

A.K.M. Shahnawaj has recently been promoted as Deputy Managing Director (DMD) of Dhaka Bank Limited. Prior to this promotion, he held the position of Senior Executive Vice President (SEVP) and branch manager of local office of the bank. Shahnawaj has started his banking career back in 1989 with Arab Bangladesh Bank Limited as probationary officer.

IFIC Bank gets new DMD

Syed Mansur Mustafa has recently been promoted to Deputy Managing Director (DMD) of IFIC Bank Limited. Prior to this promotion, he held the position of Senior Executive Vice President and Chief Credit Officer (CCO) of the bank. He worked as Executive Vice President of Trust Bank Limited before joining IFIC Bank in 2015.

Pubali Bank gets new AMD

Pubali Bank Limited has recently appointed Muhammad Mijanur Rahman Joddar as Additional Managing Director (AMD). Prior to the appointment, he held the position of Executive Director of Bangladesh Bank. Joddar started his banking career with Bangladesh Bank.

SBAC Bank gets new DMD

Tariqul Islam Chowdhury has recently been appointed as Deputy Managing Director (DMD) of South Bangla Agriculture and Commerce (SBAC) Bank Limited. Prior to the appointment, he held the position of Deputy Managing Director of Sonali Bank Limited. Chowdhury started his career with Sonali Bank Limited as a Financial Analyst in 1984.

Premier Bank gets new DMD

Md. Abdul Hai has been appointed as Deputy Managing Director (DMD) of Premier Bank Limited. Hai joined Premier Bank in 1999. With over 39 years banking experience, Hai started his career with Janata Bank Limited as an Officer, later he joined United Commercial Bank Limited as Vice President.

Digital Payments

Plastic cards (number) 13.51 million

Credit	Debit	Prepaid
1.0 million	12.4 million	0.2 million
7%	92%	1%
E-commerce Transaction BDT 1065.3 million	E-commerce Transaction BDT 335.7 million	

Number of Subscribers

Mobile phone	150.95 million
Internet	87.79 million
Mobile Internet	82.02 million

Transactions (BDT in million)

Debit cards		Credit cards	
ATM	POS	ATM	POS
115,077.40	5,111.60	1,075.20	8,401.40

Subscribers	
Agent Banking	1.69 million
Internet Banking	1.84 million
Mobile Banking	61.31million

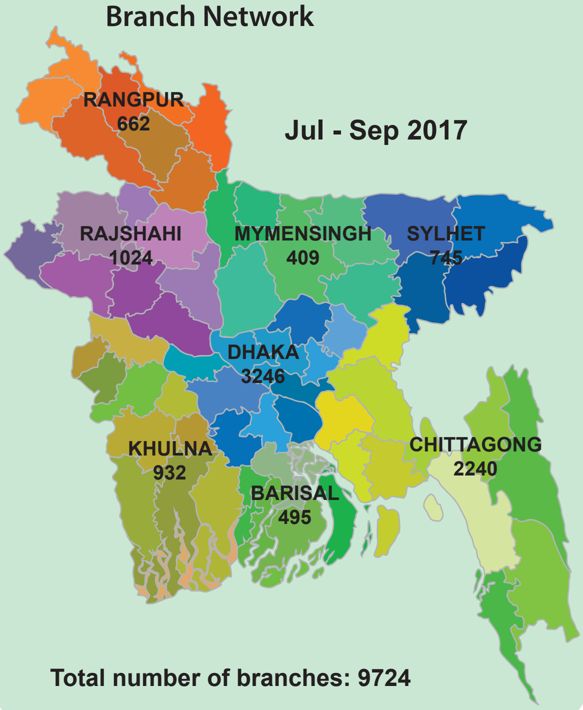
No. of ATM 9,698

No. of POS 40,6893

Source: Bangladesh Bank, May 2018; BTRC, June 2018

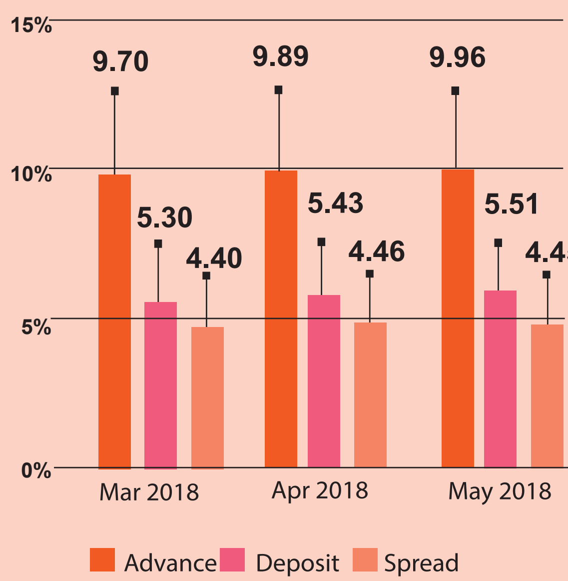
Scheduled Banks
Branch Network

Jul - Sep 2017



Total number of branches: 9724

Industry Rates
Deposit - Advance - Spread



Source: Bangladesh Bank

Global

Rice
USD 451.00 / metric ton
May 2018

Palm Oil
USD 660.00 metric ton
May 2018

Sugar
USD 542.34 / metric ton
May 2018

Soybean Oil
USD 793.00 / metric ton
May 2018

Source: The World Bank

Weekly Rice BDT/KG

Year 2018	Jun 22	Jun 23	Jun 24	Jun 25	Jun 26	Jun 27	Jun 28
Rate (Avg.)	40.00	40.00	40.00	40.00	40.00	40.00	42.00

Monthly Price Change (%)

Domestic (coarse)	Domestic (fine)	Global
5.00%	3.23%	0.00%
Monthly Increase May - Jun 2018	Monthly Increase May - Jun 2018	Monthly Increase May - Jun 2018

Source: TCB (Average of max and min price), The World Bank

Import L/C (in million)
Bangladesh

Pulse
Opened USD 149.23 (during July 2017-Mar 2018)
Outstanding USD 139.41 (as on March 31, 2018)

Rice
Opened USD 505.30 (during July 2017-Mar 2018)
Outstanding USD 725.61 (as on March 31, 2018)

Sugar
Opened USD 387 (during July 2017-Mar 2018)
Outstanding USD 649.85 (as on March 31, 2018)

Source: Bangladesh Bank

Domestic

Rice (fine)
BDT 62.29 per kg
March 2018

Palm Oil
BDT 71.00 per kg
March 2018

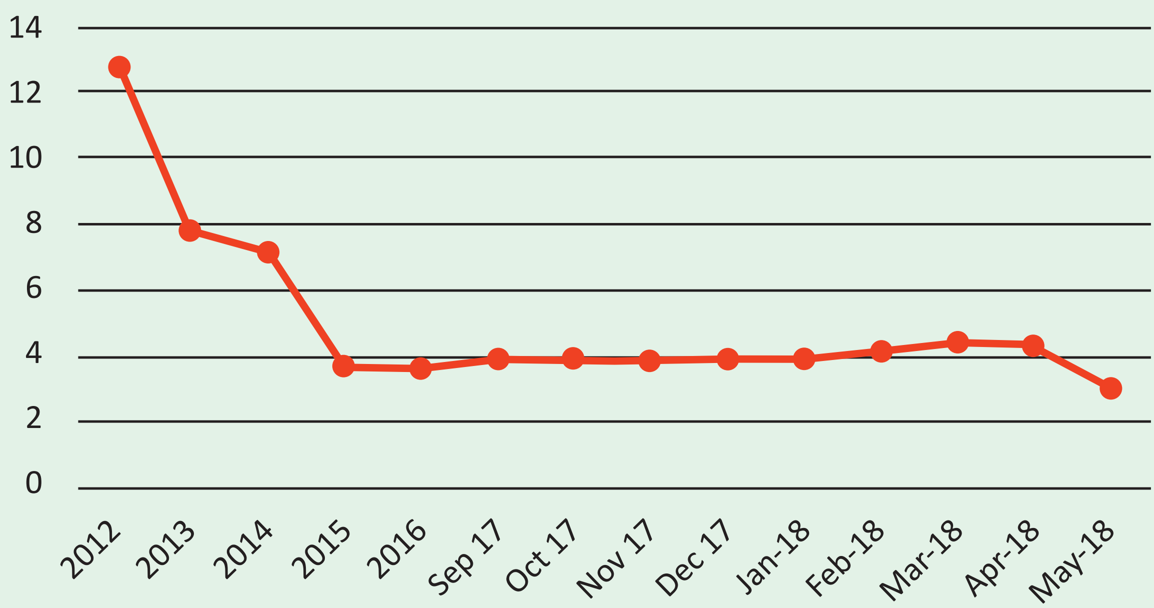
Sugar
BDT 57.73 per kg
March 2018

Rice (coarse)
BDT 40.08 per kg
March 2018

Soybean Oil
BDT 86.50 per kg
March 2018

Source: TCB (Average of max and min price)

Call Money Market



POWER SECTOR OF BANGLADESH

AT A GLANCE (Jun 2018)

Generation Capacity
Public Sector 57%
Private Sector 43%

Distribution Loss
9.98%
(June 2017)

Per Capita Generation
433 KWh

Distribution Line
4,50,000 km

Generation Capacity
18,353 MW

Access to Electricity
90%

Transmission Line
11,060
Circuit Kilometer

LPG

Liquefied petroleum gas (LPG)	2015	2014	
LPG Production (BPC)	17000	18000	Metric Ton

Import (in million BDT)	2016-17	2015-16	Growth
Petroleum gases & other gaseous hydrocarbons	14,053	6,755	108%

Source: United Nations; Bangladesh Bank

Natural Gas Reserve & Production at a glance, February 2018

	Bcf (Billion cubic feet)
Gas Initially in Place (GIIP)	35,796.19
Recoverable (2P)	28,685.40
Cumulative Production as of February 2018	15,641.46
Remaining Reserve upto February 2018	13,043.94
Gas Production in February 2018	67.48 Bcf
National Oil Company (NOC's) production	43.50%
International Oil Company (IOC's) production	56.50%

Source: Ministry of Energy and Mineral Resources

INTERNATIONAL NEWS

GENERAL ASSESSMENT OF THE MACROECONOMIC SITUATION: OECD

Introduction

The expansion is set to persist over the next two years, with global GDP projected to rise by close to 4% in 2018 and 2019. Growth in the OECD area is set to remain around 2½ per cent per annum, helped by fiscal easing in many economies, and will strengthen to close to 5% elsewhere (Table 1.1). Although job growth is likely to ease in advanced economies, the OECD-wide unemployment rate is projected to fall to its lowest level since 1980, with labour shortages intensifying in some countries. Wage and price inflation are accordingly projected to rise, but only moderately, given the apparent muted impact of resource pressures on inflation in recent years and the scope left in some economies to strengthen labour force participation and hours worked. Global investment and trade rebounded last year, and are projected to continue to expand steadily in the next two years, provided trade tensions do not escalate further. Even so, the prospects for strong and sustained improvements in living standards in the medium term remain weaker than prior to the crisis in both advanced and emerging market economies, reflecting less favourable demographic trends and the consequences for potential output growth of the past decade of sub-par investment and productivity outcomes.

While the short-term outlook remains favourable, downside risks prevail. The projected global growth rate of close to 4% is in line with the long-term average rate prior to the crisis, but the current expansion is still being supported by very accommodative monetary policy in the advanced economies and, increasingly, fiscal policy easing. This suggests that strong self-sustaining growth has yet to be attained. Trade protectionism has already begun to adversely affect confidence, and a further escalation would harm investment, jobs and living standards. Geopolitical concerns have contributed to the substantial further rise in oil prices in recent weeks; if sustained, higher oil prices would add to inflation and soften household real income growth. Geopolitical risks also remain in Europe, with bond spreads widening recently in the euro area. Risks also remain that the normalisation of interest rates in some economies, especially if it were to proceed rapidly and be accompanied by strong US dollar appreciation, could further expose financial vulnerabilities and tensions created by elevated risk-taking and high debt. Financial market pressures have already appeared in some emerging market economies (EMEs), on the back of higher US bond yields and an appreciation of the US dollar, particularly in ones with large and rising domestic and external imbalances or sizeable US dollar-denominated external debt.

Table 1.1: Global growth is set to remain close to 4% in the next two years

OECD area, unless noted otherwise

	Average 2010-2017	2016	2017	2018	2019	2017 Q4	2018 Q4	2019 Q4
				Per cent				
Real GDP growth[1]								
World[2]	3.5	3.1	3.7	3.8	3.9	3.8	3.9	3.9
G20[2]	3.7	3.2	3.8	4.0	4.1	4.1	4.1	4.0
OECD[2,8]	2.0	1.8	2.5	2.6	2.5	2.7	2.5	2.4
United States	2.1	1.5	2.3	2.9	2.8	2.6	2.8	2.7
Euro area[8]	1.1	1.7	2.5	2.2	2.1	2.8	2.0	2.0
Japan	1.1	1.0	1.7	1.2	1.2	1.8	1.3	0.6
Non-OECD[2]	4.8	4.2	4.6	4.8	5.1	4.7	5.0	5.1
China	7.6	6.7	6.9	6.7	6.4	6.9	6.6	6.3
India3	6.8	7.1	6.5	7.4	7.5			
Brazil	0.4	-3.5	1.0	2.0	2.8			
Output gap[4]	-2.0	-1.5	-0.7	0.1	0.6			
Unemployment rate[4]	7.3	6.3	5.8	5.4	5.1	5.5	5.3	5.1
Inflation[1,6]	1.6	1.1	2.0	2.2	2.3	1.9	2.3	2.4
Fiscal balance[7]	-4.6	-2.9	-2.0	-2.6	-2.7			
World real trade growth[1]	4.0	2.6	5.0	4.7	4.5	4.7	4.6	4.4

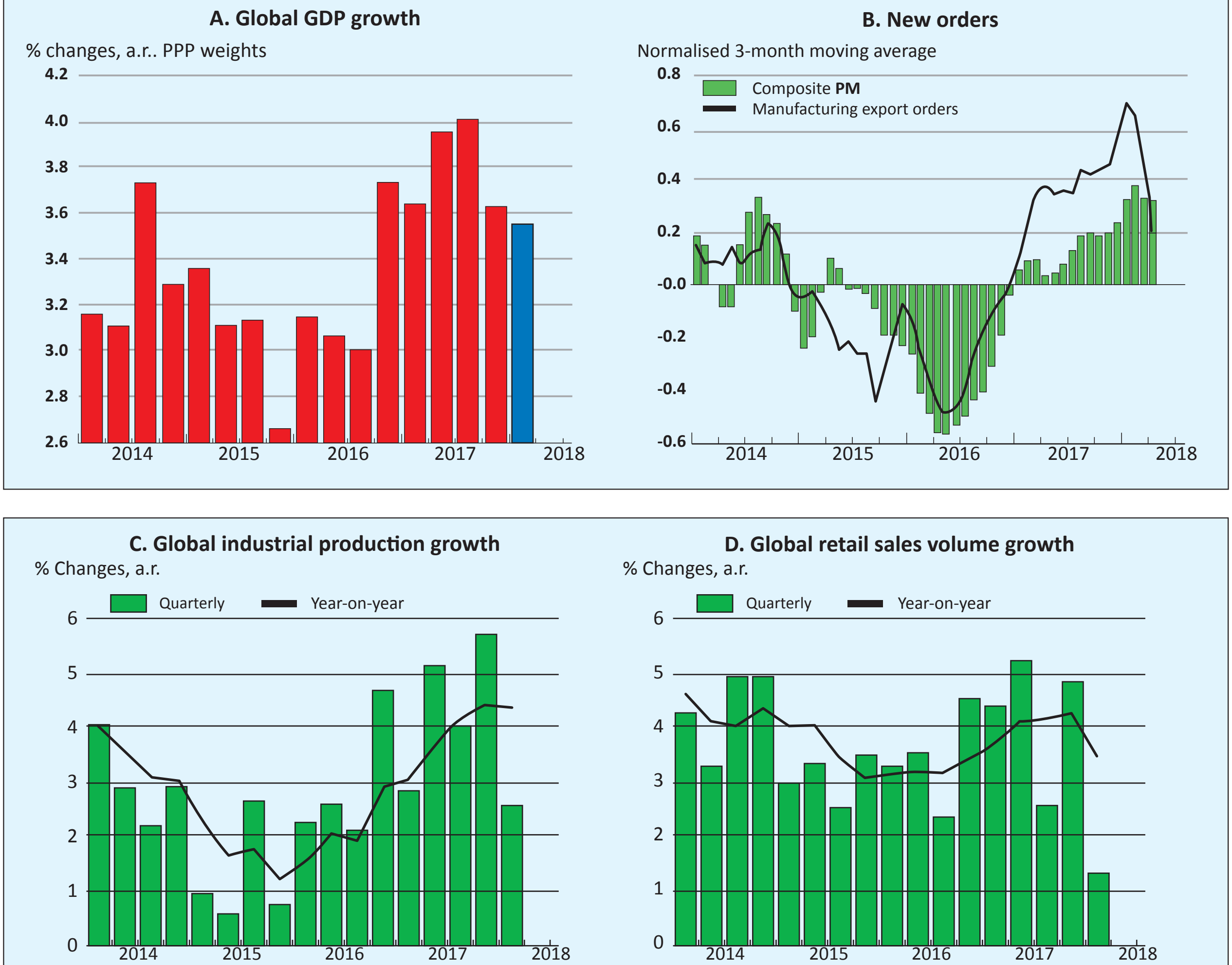
1. Percentage changes; last three columns show the increase over a yer earlier.
2. Moving nominal GDP weights, using purchasing power parities.
3. Fiscal year.
4. Per cent of potential GDP.
5. Per cent of labour force.
6. Private consumption deflator.
7. Per cent of GDP.
8. with growth in Ireland computed using gross value added at constant prices excluding foreign-owned multinational enterprise dominated sectors.

Source: OECD Economic Outlook 103 database.

Policy support will help to sustain global growth

The global expansion remains solid and broad-based, even though global GDP growth eased in the first quarter of 2018 (Figure 1.1, Panel A). Investment and trade growth have picked up, contributing to widespread job creation. Amongst the advanced economies, fiscal and monetary policy support continues to help underpin activity, with the effects of still-accommodative monetary policy being reinforced by an easing of the fiscal stance in the majority of countries. Activity in the EMEs has also rebounded, boosted by improved global trade, higher commodity prices, and strong infrastructure investment in China and other Asian economies. Financial conditions largely remain supportive, but have begun to tighten in recent months (see below) with declines in equity prices from elevated peaks, rising long-term interest rates and volatility picking up from the unusually low levels seen in recent years. Some EMEs have begun to experience increasing financial market pressures, particularly those with large and rising domestic and external imbalances or substantial US-dollar-denominated debt.

Figure 1.1. Global activity indicators have eased recently from robust levels



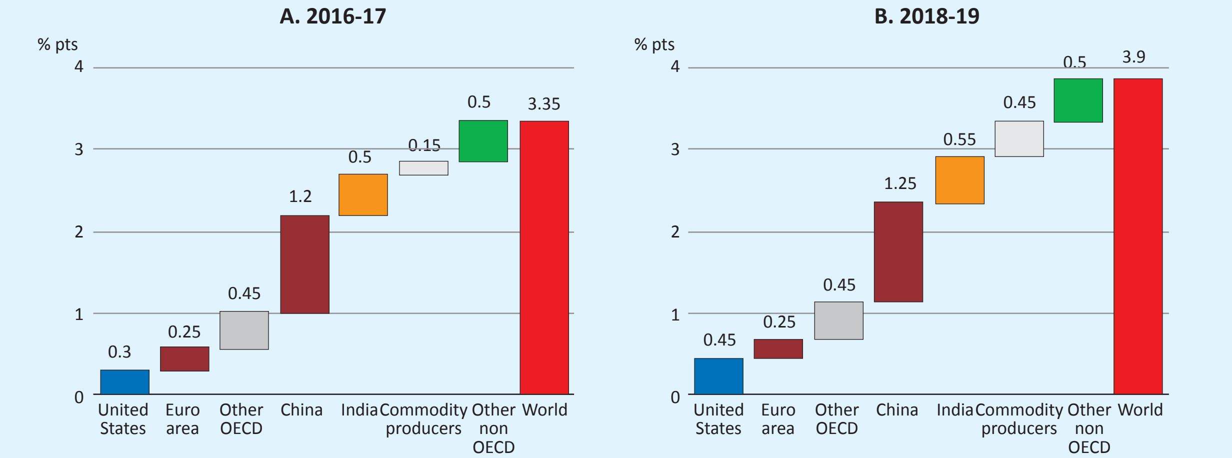
Note: Data in Panel D are for retail sales in the majority of countries, Monthly household consumption is used for the United States and the monthly synthetic consumption indicator is used for Japan, Data for India are included in Panel C, but are unavailable for Panel D. The aggregations are based on purchasing power parity (PPP) weights.
Source: OECD Economic Outlook 103 database: OECD Main Economic Indicatorsdatabase;Thomson Reuters; Markit and OECD calculations.

Oil prices have recently risen to around USD 80 per barrel, around 15% higher than at the start of the year, and USD 25 per barrel above their average level in 2017. Despite strong US production of oil, prices have been pushed up by continued robust global demand, supply restraints from agreed production restrictions by OPEC and selected non-OPEC countries, severe production cutbacks in Venezuela, and expectations that geopolitical tensions will limit supply from Iran.1 In the projections set out below, oil prices are assumed to be USD 70 per barrel over the remainder of 2018 and 2019 (Annex A.1), broadly consistent with average futures prices for 2019 over the month to mid-May this year. If the subsequent increase is sustained, it will be a significant downside risk, further adding to headline inflation and reducing real income growth in oil importing economies. Recent high-frequency indicators of global growth have been mixed, but have generally eased, in line with the slowdown in GDP growth in the first quarter of 2018 (Figure 1.1, Panels B to D). Overall business confidence appears to have stabilised in recent months, but some trade indicators, such as export orders and container port traffic, have continued to moderate.

The slowdown in GDP growth in the first quarter of the year was concentrated largely in the advanced economies, especially in Europe and Japan. In part this reflects temporary factors, including unusually adverse weather conditions. However, concerns about global trade disruptions may have created uncertainty, leading firms to postpone investment temporarily.

Figure 1.2 Global GDP growth is set to strengthen further in 2018-19

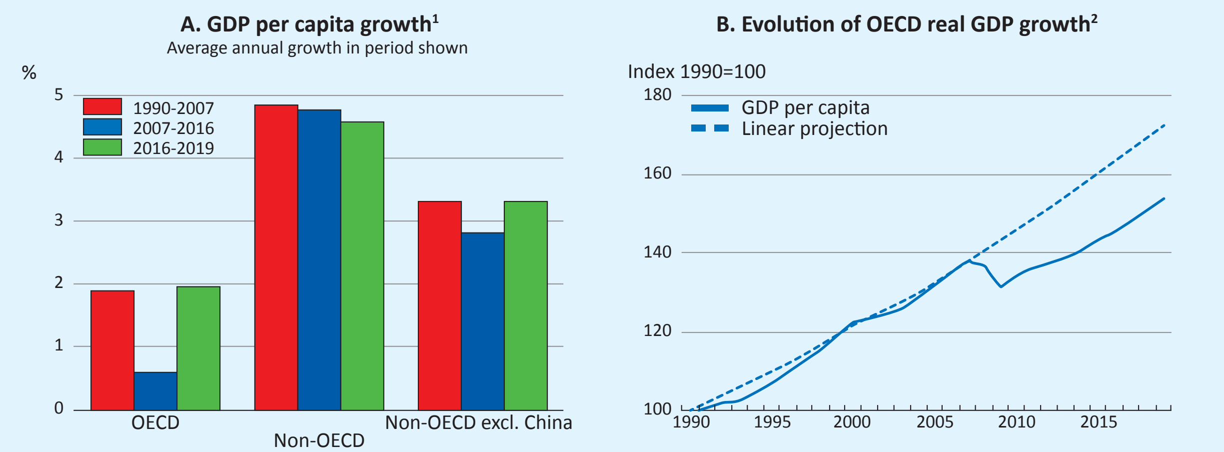
Contributions to global GDP growth



Note: Non-OECD commodity producers include Argentina, Brazil, Colombia, Indonesia, Russia, Saudi Arabia, South Africa and other non-OECD oil-producing economies. Contributions have been rounded to the nearest 0.05.

Source: OECD Economic Outlook 103 database: and OECD calculations.

Figure 1.3. Per Capita income growth has picked up in the OECD economices



1. The OECD and non-OECD aggregates are calculated with moving nominal GDP per capita weights using purchasing power parities. The non-OECD aggregate is based on data for Argentina, Brazil, China, Colombia, Costa Rica, India, Indonesia, Lithuania, Russia, Saudi Arabia, South Africa and the Dynamic Asian Economies (Chinese Taipei, Hong Kong. China, Malaysia, the Philippines, Singapore, Thailand and Vietnam). The 1990-2007 data for the non-OECD excluding China refer to 1993-2007.
2. The dotted line shows a linear projection from 1990 based on the average annual growth rate of OECD GDP per capita in the 1990-2007 period.

Source: OECD Economic Outlook 103 database; UN database; and OECD calculations.

Higher oil prices may also have contributed to the recent softness of consumer spending (Figure 1.1, Panel D) by pushing up headline inflation and providing a temporary drag on household real income growth. Such effects fade quickly in the projections set out below, not least because of the support that macroeconomic policies continue to provide, but remain significant downside risks, particularly if geopolitical tensions push up oil prices further.

Despite the slow start to 2018 in some countries, global GDP growth is projected to reach almost 4% in both 2018 and 2019, helped by stronger growth in the United States, India and commodity-producing economies (Figure 1.2). While this would bring global growth back to the average rates observed in the two decades prior to the crisis, a significant difference from past expansions is that the current one is still being supported by highly accommodative macroeconomic policies. On a per capita basis, growth is now improving in the majority of OECD and non-OECD economies, and has finally returned to pre-crisis rates in most, but the shortfalls in the years after the crisis have yet to be overcome (Figure 1.3). By 2019, real per capita incomes in the OECD economies as a whole are projected to still be over 10% lower than they might otherwise have been if they had risen since 2007 at the same average annual pace as in the two decades prior to the crisis (Figure 1.3, Panel B).

INTERNATIONAL NEWS

WELLS FARGO SECURITIES

U.S. Overview

Shifting Trade Winds Not Yet Blowing GDP Off Course

GDP growth looks to have roared back after a soft first quarter. A sharp narrowing in the trade deficit and pickup in consumer spending have propelled Wells Fargo estimates of Q2-GDP to 4.7 percent. A resilient pace of hiring underlines the current strength of the economy. Employers added another 213,000 jobs in June, which was right in line with the first half of the year and up from an average of 182,000 in 2017.

Solid hiring as well as faster hourly earnings growth pushed the income proxy up to a 6.4 percent annualized rate in the second quarter. The heady pace of labor income alongside accumulating savings from the recent tax changes should keep consumer spending in the second half of the year close to the roughly 3 percent pace of Q2.

Escalating trade tensions, however, bring risks to the outlook. Capital spending is holding up and remains supportive of growth. Yet uncertainty surrounding U.S. and retaliatory tariffs has made pricing and sourcing more challenging, risking future investment and disruptions to already-tight supply chains.

With capacity increasingly constrained, input costs are rising. Consumer price inflation—the target of the Fed—is also moving up, with the core PCE deflator hitting 2.0 percent in May. Amid robust domestic demand, no signs of job growth slowing and core inflation back to 2.o percent, Wells Fargo expects the FOMC to raise rates two more times before year end. A flatter yield curve, however, and a fed funds rates close to “neutral” should lead to a slower pace of tightening heading into 2019.

International Overview

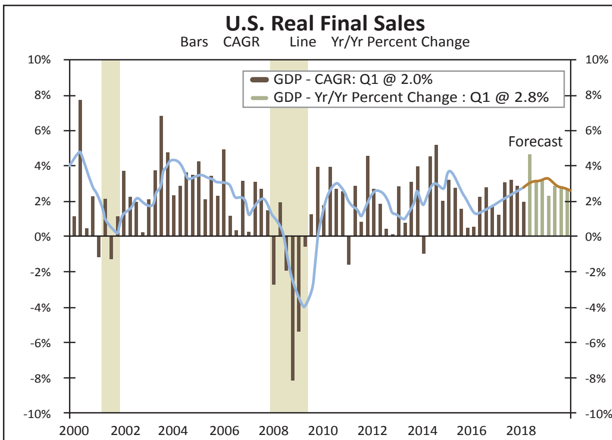
After Strong First Half, Global Outlook Less Bright

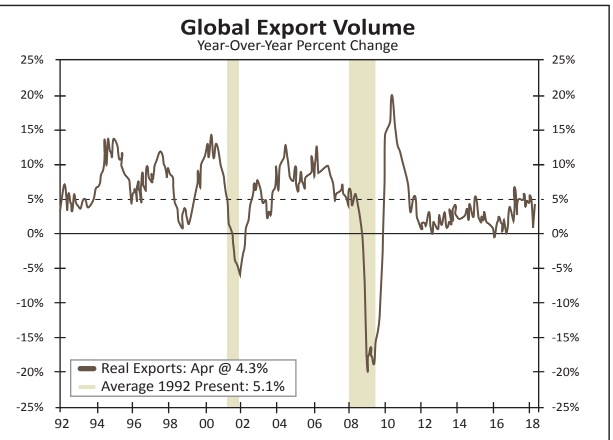
The first half of 2018 was a good start for the global economy, although a number of potential headwinds could disrupt the growth trajectory in the second half. Potentially the most disruptive of these headwinds are the U.S.-led protectionist trade policies and threatened retaliation, which could disrupt the upward trajectory for trade which has been in place since early 2016.

In specific terms, global trade, as measured by the year-over-year change in overall export volume plotted in the graph below, has moved higher on trend in recent years. In fact, global trade was booming at the start of 2018, but has been hit-and-miss more recently. The year-over-year rate of export growth has gone from 5.6 percent in January, to just 0.8 percent in March before picking back up again to 4.3 percent through April. Note that this was before the latest U.S. tariffs went into effect. While Wells Fargo U.S. forecast has been upgraded since last month, Wells Fargo global GDP growth forecast is a notch lower as Wells Fargo watches a number of developments with a growing degree of caution.

Italian Bond Yields Off the Boil but Still Simmering

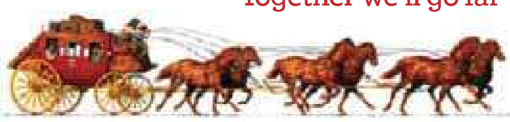
In late May and early June, sovereign bond markets in southern Europe revisited some of the worst volatility seen in years. In Italy, for example, 10-year bond yields rose above 3 percent, the highest since 2014 as worries about government fiscal stability returned as a concern for bond markets. Those concerns have abated but not disappeared, with yields in Italy today about where they were at their highest point in 2015.

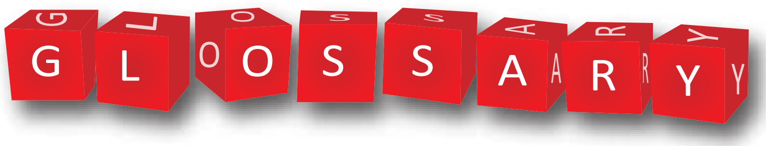




Source: IHS Markit, U.S Department of Commerce and Wells Fargo Securities

Together we'll go far





Capital gain: The amount by which an asset's selling price exceeds its initial purchase price. A realized capital gain is an investment that has been sold at a profit. An unrealized capital gain is an investment that hasn't been sold yet but would result in a profit if sold. Capital gain is often used to mean realized capital gain. For most investments sold at a profit, including mutual funds, bonds, options, collectibles, homes, and businesses, the IRS is owed money called capital gains tax. opposite of capital loss.

CMO: Collateralized Mortgage Obligation. A mortgage-backed, investment-grade bond that separates mortgage pools into different maturity classes. Collateralized mortgage obligations (CMO) are backed by mortgage-backed securities with a fixed maturity. They can eliminate the risks associated with prepayment because each security is divided into maturity classes that are paid off in order. As a result, they yield less than other mortgage-backed securities. The maturity classes are called tranches, and they are differentiated by the type of return.

Junk Bonds: Bonds which offer high rates of interest but with correspondingly higher risk attached to the capital. In the US they carry a credit rating of BB and below. Junk bonds fell into disrepute in the late 1980s, and are now termed 'high yield bonds'.

Money Market: A market in which money and other liquid assets such as bills of exchange and Treasury bills, generally of less than 12 months maturity, can be lent and borrowed in order to satisfy the short-term (from overnight to several months) cash flow requirements of banks and other institutions. Personal investors with large sums of money to deposit can also gain access to the money market via the commercial banks.

Amortization: Amortization is the paying off of debt with a fixed repayment schedule in regular installments over a period of time for example with a mortgage or a car loan. It also refers to the spreading out of capital expenses for intangible assets over a specific period of time (usually over the asset's useful life) for accounting and tax purposes.

Parity: A term used to describe an option contracts total premium when that premium is the same amount as its intrinsic value. For example, when an options theoretical value is equal to its intrinsic value, it is said to be worth parity. When an option is trading for only its intrinsic value, it is said to be trading at parity. Parity may be measured against the stocks last sale, bid, or offer. The term is also used loosely to describe two currencies that are trading at one-for-one. For example, the euro has sometimes traded at parity with the US dollar when one euro equals one dollar.

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pleasure of car ownership

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Features:
- Loan amounts from BDT 3,00,000 to BDT 40,00,000
- Flexible EMIs (12–60 months)
- No hidden charges
- Attractive interest rate
- Easy documentation
- Quick processing
- Early settlement option

Eligibility:
- **Age:** Minimum 21 years
  Maximum 60 years
- **Experience:**
  - Salaried executive: Minimum 2 years
  - Business/Self-employed personnel: Minimum 2 years
- **Monthly income:**
  - Salaried executive: Minimum BDT 30,000
  - Business/Self-employed personnel: Minimum BDT 40,000

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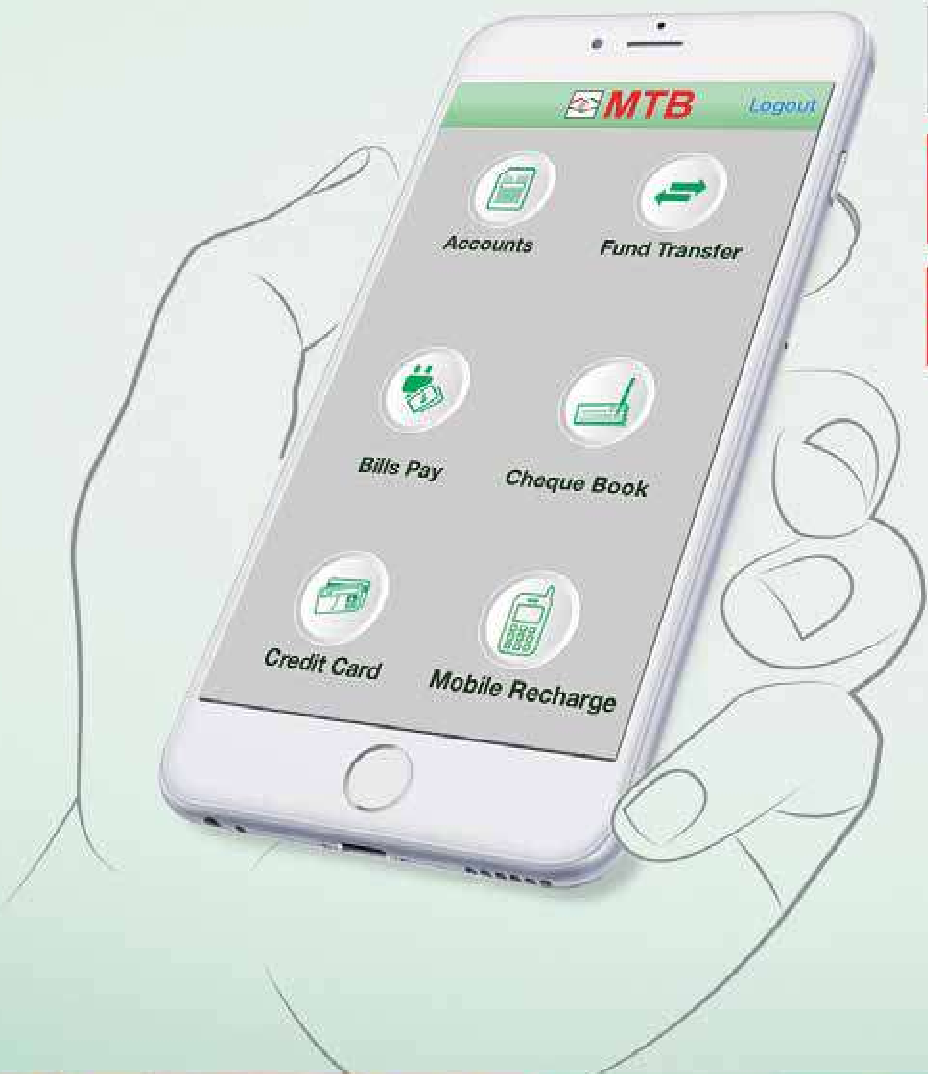
MTB

EFFORTLESS INTERNET BANKING ON MTB SMART BANKING APP



MTB internet banking

MTB 24/7 Contact Centre 16219 or 09604016219

114
MTB BRANCHES

257
MTB 24/7 ATM

মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড
Mutual Trust Bank Ltd.
you can bank on us

59 MTB এজেন্ট ব্যাংকিং
হাতের কাছে সব সময়

3105
MTB POS

MTB SECURITIES
you can grow with us

MTB EXCHANGE UK LIMITED
you can remit with us

MTB CAPITAL LTD.
You can invest with us