Asian Institute of Insurance
(Formerly known as Malaysian Insurance Institute)

EV Battery Management System for Claim and Loss Adjuster

Malaysia
Level 1 - 21, 22, 25 & 26 August 2025 (4 days) Exam Date: 13 September 2025
Level 2 - 23, 24, 25 & 26 September 2025 (4 days) Exam Date: 11 October 2025

China
Level 3 - 13 – 18 October 2025 (6 days) Exam Date: 1 November 2025

TRAINING MODE
Classroom & On-Site Workshop

CPD HOURS:
Level 1 - 30 Hours
Level 2 - 32 Hours
Level 3 - 35 Hours

PROFICIENCY LEVEL:
Intermediate, Proficient & Advanced

FSF FUTURE SKILLS FRAMEWORK MALAYSIA

31 Prime Skills
15 Power Skills

REGISTERED HRD CORP TRAINING PROVIDER

HRD CORP CLAIMABLE

Training Programme no:
10001567860

PROGRAMME OVERVIEW

As the automotive industry undergoes a transformative shift towards sustainability, understanding electric vehicles (EVs) has become increasingly vital for professionals in **claims and loss adjustors**.

The Asian Institute of Insurance (Aii) and Beijiao Asia Tech (Beijing) Energy Technology CO.LTD, the implementation and delivery arm for Beijing Jiaotong University School of Electrical Engineering New Energy Institute, proudly present a specialized training programme designed specifically for Claims and Loss Adjustors. This comprehensive programme aims to enhance participants' expertise in handling claims related to electric vehicles (EVs).

Key Learning Areas:
Participants will gain knowledge in thorough understanding of claim and loss adjustment processes unique to EVs. They will learn the standards for accident investigation involving EVs, including procedures for various scenarios such as collisions, bottoming out, wading, and fire incidents. The programme will also cover crucial anti-fraud knowledge, enabling participants to recognize typical fraudulent cases in the EV sector and develop effective countermeasures to combat such practices in repair shops.

Skill Development: Participants will learn how to conduct thorough on-site investigations for EVs, ensuring accuracy and comprehensiveness in the loss adjustment process. By drawing on examples from typical cases, participants will be equipped to identify fraudulent behavior in real business contexts, effectively minimizing fraud risk.

Value added to this training: Participants will embark on an On-Site Workshop that includes visits to prominent industry locations such as:

1) The National Active Distribution Network Technology Research Center at Beijing Jiaotong University,
2) Contemporary Amperex Technology Co., Limited (CATL),
3) BYD 4S Store, and
4) Beijing Insurance Service Center.

This hands-on experience will deepen their understanding of the EV ecosystem and enhance the practical application of their learned skills and elevate their capabilities in claims adjustment for electric vehicles and strengthen their role in the evolving insurance landscape.

PROGRAMME OBJECTIVE

This programme is structured into three levels and will be **conducted fully in English**, and you will receive a certification certified by **Asian Institute of Insurance (Aii) and Beijiao Asia Tech (Beijing) Energy Technology CO.LTD** upon successfully completing all three levels.

By the end of the programme, you will be equipped with below knowledge and skills.

Knowledge Acquisition:

1. Claim and Loss Adjustment: Comprehensively understand the unique aspects of claim and loss adjustment for electric vehicles and grasp the key points in the claim and loss adjustment process.

2. Accident Investigation Standards: Learn the investigation operation norms for common accidents involving electric vehicles such as collisions, bottoming out, wading, and fire, and understand the standard procedures for investigation in different accident scenarios.

3. Anti-Fraud Knowledge: Be aware of typical anti-fraud cases in electric vehicles, clearly recognize the means and characteristics of fraud, and master effective countermeasures against common fraudulent practices in electric vehicle repair shops.

Skill Enhancement:

1. Investigation and Loss Adjustment: Accurately complete on-site investigation work for electric vehicles, ensuring the comprehensiveness and accuracy of the investigation and loss adjustment.

2. Identification of Fraudulent Behavior: Based on learning from typical cases and mastering countermeasures against fraudulent practices, be able to identify fraudulent behavior in actual business and effectively reduce fraud risk.

PROGRAMME CONTENT

Level 1 **: EV Battery Management System for Claim and Loss Adjustor**

Date : **21, 22, 25, 26 August 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 30 hours

Programme Outline:

1. Understand the basic knowledge of electric vehicles and distinguish between the structural differences of pure electric vehicles and hybrid vehicles.
2. Master common fault cases of electric vehicle power batteries and the functions and structures of other high-voltage components.
3. Understand the key points and precautions in the investigation of electric vehicles.
4. Be able to adjust losses for electric vehicle power batteries, charging ports, high-voltage modules, etc.

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	Online Examination				
	Q&A Online Chat Group				
	1.Basic knowledge of Electric Vehicles	1.1 Current Situation and Development Trends of the Electric Vehicle Market	1.1 The Current Situation of the Electric Vehicle Market	In Class	2
			1.1.2 Development Trends of Electric Vehicles		
		1.2 Classification of Electric Vehicles	1.2.1 Battery Electric Vehicles	In Class	1
			1.2.2 Hybrid Electric Vehicles		
			1.2.3 Fuel Cell Electric Vehicles		
			1.2.4 Other Types of Electric Vehicles		
		1.3 Structure and Working Principle of Pure Electric Vehicles	1.3.1 The Structure of Battery Electric Vehicles	In Class	2
			1.3.2 The working principle of Battery Electric Vehicles		
		1.4 Structure and Working Principle of Hybrid Electric Vehicles	1.4.1 The structure of Hybrid Electric Vehicles	In Class	1
			1.4.2 The working principle of Hybrid Electric Vehicles		

Continue...

PROGRAMME CONTENT

Level 1 : **EV Battery Management System for Claim and Loss Adjustor**

Date : **21, 22, 25, 26 August 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 30 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	2. Introduction of electric vehicle power battery	2.1 Introduction to the Structure of Power Battery Packs	2.1.1 Power battery module (Battery PACK)	In Class	2
			2.1.2 Battery Management System (BMS)		
			2.1.3 Auxiliary components of power batteries		
			2.1.4 Power battery box		
Day 2		2.2 Precautions for Power Batteries	2.2.1 Precautions for the Use of Power Batteries	In Class	2
			2.2.2 Precautions for the Maintenance, Storage, Recycling and Transportation of Power Batteries		
		2.3 Use of Insulation Tools for electric Vehicles and Diagnostic and Testing Tools for Power Batteries	2.3.1 Introduction to the Use of Fault Diagnostic Equipment for Electric Vehicles	In Class	2
			2.3.2 Data Collection Process of the Upper Computer for Power Batteries		
			2.3.3 Introduction to the Use of Multimeters and Insulating Tools		
		2.4 Case Studies of Power Battery Fault Diagnosis	2.4.1 Case Analysis of Common Problems in Power Batteries (such as excessively high or low voltage, electrolyte leakage of cells, short - circuit between the positive and negative electrodes inside the cells, etc.)	In Class	2
	3. Introduction of the drive motor and the control system	3.1 Structure and Functions of Drive Motor and Motor Controller	3.1.1 Introduction to the Structure and Functions of Drive Motors in Electric Vehicles	In Class	1
			3.1.2 Introduction to the Structure and Functions of Motor Controllers in Electric Vehicles		

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PROGRAMME CONTENT

Level 1 **: EV Battery Management System for Claim and Loss Adjustor**

Date : **21, 22, 25, 26 August 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 30 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 2	4. Introduction of the high-pressure components	4.1 Structure and Functions of High-Voltage Components	4.1.1 Introduction to the Structure and Functions of On - board Chargers	In Class	1
			4.1.2 Introduction to the Structure and Function of DC/DC		
			4.1.3 Introduction to the Structure and Function of the Power distribution unit		
Day 3	5. Survey and Loss Assessment of Electric Vehicle Accidents	5.1 On - site survey	5.1.1 Vehicle Inspection Links and Precautions	In Class	2
			5.1.2 Key Points for Inspecting Electric Vehicles		2
			5.1.3 Survey and inspection of electric vehicles (fix evidence and prevent further damage)		2
		5.2 The loss assessment process for accidents involving electric vehicles	5.2.1 Loss Assessment of Electric Vehicle Power Battery		2
Day 4			5.2.2 Loss assessment of the charging ports of electric vehicles	In Class	2
			5.2.3 Loss assessment of high-voltage wire harnesses of new energy vehicles		2
			5.2.4 Loss assessment of other high-voltage modules of electric vehicles		2
	Examination	Online Examination			
In 1 mth	Q&A	Q&A Online (Chat Group)			

- End -

PROGRAMME CONTENT

Level 2 **: EV Battery Management System for Claim and Loss Adjustor**

Date : **23, 24, 25, 26 September 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 32 hours

Programme Outline:

1. Understand the cutting-edge technologies for electric vehicles.
2. Master solutions for battery degradation and be able to diagnose common faults in battery management systems.
3. Master the processes and key points of charging pile insurance claims.
4. Be able to identify and handle common damages to the chassis and electrical components of electric vehicles.
5. Be able to conduct standardized analyses of traces and investigations for collisions, bottoming out, wading, and fire incidents in electric vehicles.

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	Examination				
	Q&A Online Chat Group				
	1.Advanced Knowledge of Electric Vehicles	1.1 Introduction to Cutting-edge Technologies of Electric Vehicles	1.1.1 Battery technology	In Class	2
			1.1.2 Charging technology		
			1.1.3 Intelligent driving technology		
			1.1.4 Electric drive system technology		
			1.1.5 Intelligent cockpit and vehicle networking technology		
	2.Power Storage Batteries of Electric Vehicles	2.1 Types of Power Batteries for Vehicles	2.1.1 Types of power batteries	In Class	2
			2.1.2 Main parameters of power batteries		
		2.2 Working Principles and Structural Types of Power Batteries	2.2.1 Positive electrode of the battery		1
			2.2.2 Negative electrode of the battery		
			2.2.3 Electrolyte solution of the battery		
			2.2.4 Battery case		

Continue...

PROGRAMME CONTENT

Level 2 : **EV Battery Management System for Claim and Loss Adjustor**

Date : **23, 24, 25, 26 September 2025 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 32 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	2.Power Storage Batteries of Electric Vehicles	2.3 Battery Degradation and User Usage Recommendations	2.3.1 Causes of battery degradation	In Class	1
			2.3.2 User usage suggestions (Battery balancing)		
		2.4 Case Analysis of Common Problems in Power Batteries	2.4.1 Case Analysis of Common Problems in Battery Management Systems (such as thermal management failures, BMS power supply line failures, etc.)		2
Day 2		2.5 Diagnostic tools of Power Batteries	2.5.1 Operating Procedures of the Internal Resistance Tester		2
			2.5.2 Usage of the Capacity Tester		
	3.Charging pile insurance	3.1 Introduction to Types of Charging Pile Insurance	3.1.1 Loss Insurance for Self - used Charging Piles	In Class	1
			3.1.2Liability Insurance for Self - used Charging Piles		1
		3.2 The claim settlement process and loss assessment key points of charging pile insurance	3.2.1 Insurance claim process for charging piles		1
			3.2.2 Key Points for Loss Assessment of Charging Piles		1
	4.Practical Operations for Insurance Claims, Loss Assessment and Settlement of Electric Vehicles	4.1 Common Damages of Electric Vehicles and Their Disposal Methods	4.1.1 Knowledge of Damages to Common Components of Electric Vehicles and Their Maintenance	In Class	2
Day 3			4.1.2 Common Damages to Chassis Components of Electric Vehicles and Their Disposal		2
			4.1.3 Disposal of Damages to Electrical Components of Electric Vehicles		2
			4.1.4 Disposal of Damages cases		2

Continue...

PROGRAMME CONTENT

Level 2 : **EV Battery Management System for Claim and Loss Adjustor**

Date : **23, 24, 25, 26 September 2025 2025 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur
Training Hour : 32 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 3	4.Practical Operations for Insurance Claims, Loss Assessment and Settlement of Electric Vehicles	4.2 Analysis, Discrimination and Survey Operation Specifications for Collision, Bottom Scraping, Wading and Fire Burn Marks of Electric Vehicles	4.2.1 Operation Specifications for Analysis, Identification and Inspection of Collision Marks on Electric Vehicles	In Class	2
Day 4			4.2.2 Operation Specifications for Analysis, Identification and Inspection of Bottom - Scraping Marks of Electric Vehicles		2
			4.2.3 Operation Specifications for Analysis, Identification and Inspection of Water - Immersion Marks of Electric Vehicles		2
			4.2.4 Operation Specifications for Analysis, Identification and Inspection of Fire - Burn Marks of Electric Vehicles		2
			4.3.1 Methods for Verifying the Repair Prices of High- voltage Battery Packs		1
		4.3 Transparent Maintenance of Electric Vehicles	4.3.2 Transparent Maintenance of Electric Vehicles - Ensuring Maintenance Quality Inspection	In Class	1
	Examination	Online Examination			
In 1 mth	Q&A	Q&A Online (Chat Group)			

- End -

PROGRAMME CONTENT

Level 3 **: EV Battery Management System for Claim and Loss Adjustor**

Date : **13 – 18 October 2025 (6 days)**
Time : 9:00 am – 5:00 pm
Venue : China
Training Hour : 35 hours

Programme Outline:

1. Master the use of testing instruments and insulation tools for electric vehicles.
2. Conduct field studies at companies like CATL, BYD, and Beijing Insurance Service Center.
3. Master the disassembly and assembly processes of electric vehicle battery packs.
4. Be able to analyze electrical schematics of battery packs and conduct airtightness tests, insulation fault diagnosis, current sampling fault diagnosis, communication, and high-voltage interlocking fault diagnosis.
5. Learn about fictitious bottoming-out cases in electric vehicles, mastering the key points of anti-fraud communication.
6. Master common fraudulent practices in electric vehicle repair shops and countermeasures.

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	Examination				
	Q&A Online Chat Group				
	1. Electric Vehicle Testing Tools and Insurance Claim Cases	1.1 Usage methods of insulating tools and safety protective equipment for electric vehicles	1.1.1 Usage methods of insulation tools for electric vehicles	Theory + Practical	1
			1.1.2 Usage methods of safety protection equipment for electric vehicles		
		1.2 Usage methods of electric vehicle detection instruments and data collection tools	1.2.1 Usage Method of Electric Vehicle Fault Diagnostic Tester	Theory + Practical	1
			1.2.2 Data Collection Process of the Upper Computer for Power Batteries		

Continue...

PROGRAMME CONTENT

Level 3 : **EV Battery Management System for Claim and Loss Adjustor**

Date : **13 – 18 October 2025 (6 days)**
Time : 9:00 am – 5:00 pm
Venue : China
Training Hour : 35 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	1. Electric Vehicle Testing Tools and Insurance Claim Cases	1.3 Electric vehicle claim cases Study	1.3.1 Case of claim settlement for failures caused by natural battery degradation	Theory	1
			1.3.2 Case of claim settlement for battery damage caused by external force		1
			1.3.3 Claim cases related to charging facilities		1
	2. On-Site Workshop	2.1 On-Site Workshop at the National Active Distribution Network Technology Research Center of Beijing Jiaotong University		On-Site Workshop	2
Day 2		2.2 On-Site Workshop at an authorized service station of Contemporary Amperex Technology Co., Limited (CATL)			4
		2.3 On-Site Workshop at BYD 4S Store			4
Day 3		2.4 On-Site Workshop at Beijing Insurance Service Center			4
Day 4	3.Power storage batteries of electric vehicles	3.1 Disassembly and Assembly Process of Power Batteries	3.1.1 Power - off Procedure of Electric Vehicles	Theory + Practical	2
			3.1.2 Disassembly and Assembly Procedure of Power Batteries for Electric Vehicles		
			3.1.3 Packaging and Power - on Procedure of Power Batteries for Vehicles		
		3.2 Analysis of electrical schematic diagrams	3.2.1 Introduction to the Reading Process of Electrical Schematic Diagrams	Theory + Practical	2
			3.2.2 Introduction to General Symbols in Electrical Schematic Diagrams		
			3.2.3 Reading Training for Electrical Schematic Diagrams		

Continue...

PROGRAMME CONTENT

Level 3 : **EV Battery Management System for Claim and Loss Adjustor**

Date : **13 – 18 October 2025 (6 days)**
Time : 9:00 am – 5:00 pm
Venue : China
Training Hour : 35 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 4	3.Power storage batteries of electric vehicles	3.3 Air tightness test, insulation fault diagnosis, current sampling fault diagnosis	3.3.1 Air Tightness Detection Process of Power Battery	Theory + Practical	2
			3.3.2 Insulation Detection Process and Fault Diagnosis of Power Battery		
			3.3.3 Detection Process of Electronic components in power battery pack		
		3.4 Communication and High - voltage Interlock Fault Diagnosis	3.4.1 Introduction to the Communication Network of Electric Vehicles and Fault Diagnosis Methods	Theory + Practical	2
			3.4.2 Introduction to High - voltage Interlock in Electric Vehicles and Fault Diagnosis Methods		
Day 5	4.Risk Control of Insurance Claims for Electric Vehicles	4.1 Analysis of Fictitious Bottom - Scraping Cases of Electric Vehicles and Key Points of Anti-Fraud Communication	4.1.1 Analysis of Fictitious Bottom - Scraping Cases of Electric Vehicles	Theory	1
			4.1.2 Key Points of Anti - Fraud Communication		1
		4.2 Common Fraudulent Means of Repair Shops for Electric Vehicles and Countermeasures	4.2.1 Common fraud methods in electric vehicle repair shops		1
			4.2.2 Solutions to Cope with Fraudulent Practices in New - Energy Vehicle Repair Shops		1
			4.2.3 Electric vehicle maintenance resource management - Service capabilities of repair shops		2
		4.3 Simulation Drill for Electric Vehicle Insurance Claims		Practical	2
Day 6	5.Practice of Loss Assessment and Claims Settlement for New Energy Vehicles			internship	
	Examination	Assessment combining theory and practical operation.			
In 1 mth	Q&A	Q&A Online (Chat Group)			

- End -

TARGET AUDIENCE

- Claim assessor of insurance and reinsurance company.
- Loss Adjustors.
- Professional who wants to pursue the knowledge and skills in this sector.

PROGRAMME FEE

	Aii Member	Non-Member
Registration Fee *(Closing Date: 14 Aug 2025)*	RM 19,000	RM 20,900
	USD 4,500	USD 4,950

The fee inclusive of :

- ✓ 3 levels of programme (Malaysia & China).
- ✓ All meals during Level 3 programme in China.
- ✓ Hotel accommodation and transportation in China.
- ✓ Including SST.

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Your cooperation ensures a secure and respectful learning environment for all.

ASSESSMENT STRUCTURE

Level	Format	Passing Rate	Grade
Level 1	100% Multiple Choice Questions	50%	Pass/Non-Pass
Level 2	100% Multiple Choice Questions	50%	Pass/Non-Pass
Level 3	100% Multiple Choice Questions	60%	Pass/Non-Pass

SPEAKER PROFILE

Li Gang

Key Trainer for Level 1, Level 2 & Level 3 (Malaysia & China)

Li Gang was the Team Leader of the EV Claim Innovation Department at PICC Finance Service Co., Ltd, where he has been instrumental in driving innovations and business development in the electric vehicle insurance sector since December 2019.

Li spearheads various EV innovation projects that utilize big data analysis for effective claim risk management. With a proven track record of achievements in 2023 and 2024, Li has made significant contributions to the field, including:

Development of Guidelines for Inspection and Damage Assessment: He established a seminar with the Insurance Association of China and leading battery manufacturers to publish comprehensive guidelines for inspecting and assessing damage to power batteries in EV insurance claims.

Flood Damage Assessment: Li led technical support initiatives for examining residual value and repair costs for flood-damaged EVs, resulting in improved efficiency and cost savings for PICC branches.

NEV Workshop Audit Guidelines: As the primary leader, he coordinated efforts with the China Certification & Accreditation Association to create guidelines that enhance service and capacity audits for EV workshops.

Training Initiatives: He collaborated with industry leaders to develop a robust EV training system, ensuring that industry professionals are updated on best practices and technical knowledge.

Online Diagnostic Models: Li has worked with BINEI to develop an online diagnostic model for damaged power batteries, offering innovative inspection services that improve customer support.

Anti-Fraud Research: Leveraging big data, he played a crucial role in developing an anti-fraud model for NEVs that utilizes advanced analytics to identify fraudulent claims.

With over 20 years of experience in the automotive and insurance industries, including significant roles at Volvo Truck Group Asia, Li brings a wealth of expertise to the EV programme. His leadership in innovation and commitment to enhancing industry standards positions him as a key player in shaping the future of EV insurance

ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK

31 Prime Skills
15 Power Skills
Proficiency Level: Mastery

Skills Developed by Attending this Programme	
Prime Skills	
Customer Experience Management	1. Customer Experience Design 2. Customer Profiling
Digital & Data Integration	3. Big Data Analytics 4. Data Collection and Analytics
Financial Products & Services	5. Product Advisory 6. Product Design & Development 7. Product Performance Management 8. Quality Assurance
Growth & Partnerships	9. Continuous Improvement and Process Re-Engineering 10. Global Perspective 11. Scenario Planning & Analysis
Investments & Financial Management	12. Budget Management 13. Financial Analysis & Modelling 14. Insurance Claims Processing
Risk Management, Governance & Regulatory Compliance	15. Fraud Risk Management 16. Monitoring & Surveillance 17. Operational Risk Management 18. Policy Implementation & Revison 19. Regulatory Compliance 20. Risk Governance 21. Risk Management
Power Skills	
Innovation & Delivery	1. Adaptability and Resiliency 2. Business Acumen 3. Digital Fluency 4. Innovative Thinking 5. Learning Agility 6. Problem Solving 7. Sustainability Awareness

REGISTER NOW

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