

New Energy Vehicle (NEV) Insurance for Claims Workshop

DATE

May 26, 2025
(Monday)

TIME

9:00am – 1:00pm

TRAINING MODE

Zoom Link

CPD HOURS:

4 hours

PROFICIENCY LEVEL:

Novice



14 Prime Skills
10 Power Skills



Training Programme no:
10001546618



PROGRAMME OVERVIEW

This specialized programme is designed to enhance participants' understanding of insurance claims related to New Energy Vehicles (NEVs) and the evolving trends within this sector. The workshop combines knowledge assessments, technical training, and interactive discussions to ensure a thorough grasp of critical concepts.

PROGRAMME OBJECTIVE

Participants will gain a high-level understanding of NEV insurance concepts, equipping them with the knowledge to further explore this evolving area in their professional roles.

1. Basic Knowledge of NEV Claims:

- Foundational knowledge of the claims processes associated with NEVs, providing you with an initial understanding of how to navigate these claims.

2. Overview of Market Trends:

- Gain insights into key trends and developments in the NEV market, allowing you to recognise how these factors may impact the insurance landscape.

3. Introduction to Technical Concepts:

- Introduce to essential NEV technologies and their implications for insurance coverage.

4. Awareness of Risk Factors:

- Basic understanding of risks associated with NEVs, helping you to recognise the important considerations for insurance assessments.

5. Introduction to Critical Thinking:

- The workshop encourages you to think critically about NEV claims through case studies and discussions, laying the groundwork for more in-depth exploration in the future.

6. Self-Assessment of Understanding:

- The knowledge assessment at the beginning and end of the workshop to help you elevate your understanding of the topics covered.

PROGRAMME CONTENT

Time	Outline / Content
9:00am – 9:20am	NEV knowledge assessment The workshop begins with a preliminary assessment to assess your existing knowledge of claims related to NEVs, setting the foundation for the training ahead.
9:20am – 10:05am	NEV markets and trends You will explore the current state of the NEV market, including emerging trends, regulatory developments, and technological advancements that impact insurance practices.
10:05am – 10:15am	Break
10:15am – 11:00am	NEV technical knowledge training This session will focus on essential technical knowledge related to NEVs, covering critical aspects such as vehicle technologies, risk factors, and the nuances of insurance coverage in this rapidly evolving field.
11:00am – 11:10am	Break
11:10am – 11:55am	NEV Claim & Risk Analysis You will engage in analysis of claims and risk management specific to NEVs, using case studies learning how to effectively assess and manage risks associated with these vehicles.
11:55am – 12:40pm	Q&A
12:40pm – 1:00pm	NEV knowledge assessment The workshop concludes with a final knowledge assessment to evaluate your understanding of the topics covered and ensure you are equipped with actionable insights.

TARGET AUDIENCE

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

ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK



14 Prime Skills
10 Power Skills
Proficiency Level: Novice

Skills Developed by Attending this Programme	
Prime Skills	
Customer Experience Management	1. Customer Experience Design
Digital & Data Integration	2. Big Data Analytics 3. Emerging Technology Synthesis
Growth & Partnerships	4. Business Opportunities Development 5. Continuous Improvement and Process Re-Engineering 6. Disruption Management 7. Global Perspective
Investment and Financial Management	8. Insurance Claims Processing
Risk Management, Governance & Regulatory Compliance	9. Operational Risk Management 10. Regulatory Compliance 11. Risk Governance 12. Risk Management 13. Sustainability Risk Management 14. Technology Risk Management
Power Skills	
Innovation & Delivery	1. Business Acumen 2. Change Management 3. Critical Thinking 4. Innovative Thinking 5. Learning Agility 6. Problem Solving 7. Sustainability Awareness
Social Intelligence	8. Collaboration 9. Communication 10. Influencing and Negotiation

SPEAKER PROFILE



Denzel Chew
Key Facilitator

Denzel serves as the key facilitator for the Electric Vehicle (EV) training programme, bringing with him over 20 years of extensive experience in workshops, coaching, training, and business presentations.

His passion for helping individuals grow and organizations prosper has made him an invaluable resource throughout the three-level programme in collaboration with stakeholders from China.

With a rich background in conducting training across multiple countries and cultures, that included Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam, Denzel has developed a deep understanding of diverse workplaces and business practices. His international exposures allow him to align the programme's objectives with the unique goals of participating corporations.

Denzel's professional experiences include:

- **Consultative Leadership:** Collaborating with senior management to maximize performance, improve productivity, and increase profitability.
- **Organizational Assessment:** Conducting diagnostic evaluations to develop corporate-wide key performance indicators aimed at enhancing productivity.
- **Coaching & Mentoring:** Supporting the professional growth and development of sales teams in areas such as motivation, training, skills development, and sales management.
- **Holistic Development:** Guiding non-sales teams in management, administration, and operations across various business units and departments.
- **Inspiring Growth:** Facilitating the professional and personal development of learners, helping them realize their aspirations, dreams, and potential.

SPEAKER PROFILE



Steven Li Gang
Trainer

Steven 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.

Steven 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, Steven 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: Steven 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.

EV 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: Steven 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, Steven 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



REGISTER NOW



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