

## PLUS EMERGING LEADER AWARD

### Nominee Details:

**Name:** Alexandra Santo

**Job Title:** Claims Consultant

**Company:** Golden Bear Insurance Company

**LinkedIn profile:** <https://www.Linkedin.com/in/alexandra-santo-cpcu-58b9b481>

### From the Nominator:

***How long have you known the nominee? And in what capacity?***

2 years. I'm general counsel and I work closely with the claims group, including Alexandra Santo

***Describe ways in which person has demonstrated a commitment to the industry via activities in their company, involvement with professional organizations such as PLUS, or other extracurricular activities related to PL.***

When Professional Liability coverage emerged as a new risk for Golden Bear, Alexandra ("Alex") stepped forward to lead the charge—long before there was a roadmap. She built our PL claims function from the ground up, blending hands-on claim handling with strategic oversight to create a program that is both disciplined and adaptable. Alex didn't simply take on PL claims; she embraced them, developing deep technical expertise and industry credibility through direct engagement with complex cases. Her commitment extends beyond our walls through her active membership in PLUS, where she stays at the forefront of trends and best practices, ensuring both Golden Bear and the broader PL community benefit from her insight and advocacy.

***How has this person already uniquely contributed to the PL industry?***

Alex's leadership has been a catalyst for Golden Bear's successful and sustained entry into the Professional Liability market. She has transformed what began as a cautious exploration into a thriving, steadily expanding portfolio—built on sound underwriting principles, effective claims strategies, and a clear understanding of market dynamics. By combining strategic foresight with operational excellence, Alex has helped strengthen not only Golden Bear's position, but also the resilience and professionalism of the PL industry

itself. Her influence is evident in the stability she fosters, the standards she upholds, and the confidence she inspires in colleagues and competitors alike.

***Why do you consider this person to be an emerging leader in the PL industry?***

Alex embodies the qualities of an emerging leader—vision, adaptability, and a drive to raise the standard for everyone in the field. She entered the Professional Liability space at a formative moment for both Golden Bear and the market, quickly mastering its complexities and earning the trust of peers, underwriters, and defense counsel. What sets her apart is her ability to translate technical expertise into strategic growth, while fostering collaboration and elevating those around her. Alex approaches each challenge as an opportunity to improve industry practices, strengthen market integrity, and mentor the next generation of PL professionals. Her trajectory is unmistakable—she is not just succeeding in today's PL environment, she is shaping the one we will inherit tomorrow.

**Nominator's Details:**

**Name:** Henry Su

**Job Title:** General Counsel

**Company:** Golden Bear Insurance Company