



Lisa Santiago

New Business Account Manager

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ABOUT LISA

Lisa, a seasoned insurance professional with three decades of experience, hails from Sacramento. She holds a Bachelor of Science degree in Business Administration, Finance from Sacramento State University.

Her career commenced in the Property and Casualty Commercial Lines underwriting department of a national insurance company. Eventually, she transitioned to the brokerage side when she joined Bender Insurance Solutions 12 years ago, assuming the role of a marketing specialist for the production team.

Currently, Lisa resides in Sacramento with her husband, son, and furry companion, Piper. She takes delight in exploring neighboring cities and embracing outdoor adventures.

SOME FUN FACTS & STATS



GUILTY PLEASURE:

A BIG BOWL OF HOMEMADE POPCORN WITH REAL BUTTER!!



SOMETHING I COLLECT:

DEPRESSION GLASS - PINK HOBNAIL



BUCKET LIST ITEM:

TRAVEL TO ITALY



CHERISHED CHILDHOOD MEMORY:

CAMPING AT THE COAST AND MALASADAS AT GRANDMAS HOUSE.



FAVORITE TRAVELS:

I LOVED MY VISIT TO THE PHILIPPINES. THAT TRIP TAUGHT ME A LOT ABOUT STRONG FAMILY AND COMMUNITY.



AS A NEW BUSINESS ACCOUNT MANAGER, I ENJOY HELPING OUR PRODUCERS WITH NEW CLIENTS WHILE GROWING OUR NEW BOOK OF BUSINESS.



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Isaac Hanley

Personal Lines Account Manager

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ABOUT ISAAC

Isaac is a licensed Personal Lines Insurance Professional who joined Bender Insurance Solutions in 2017 as an Account Technician, propelling him to his current role.

Currently, Isaac serves as the Personal Lines Insurance Account Manager, leveraging professionalism, integrity, and the expertise of the Personal Lines Team to assist Bender's clients with quoting, endorsement processing, policy reviews, and more.

Although Isaac was born and raised in Sacramento, he now resides in his new home state of Oklahoma with his wife and children. He highly values the quality time spent with his family and actively participates in hosting various family events. In his leisure time, Isaac indulges in his passion for rock hounding, making music, and embarking on new adventures with his loved ones.

SOME FUN FACTS & STATS



MAJOR ACHIEVEMENT:
STAYED WITH MY HIGH SCHOOL SWEETHEART FOR OVER 17 YEARS. NOT A PERFECT 17 BUT STILL TOGETHER AND HAPPY WITH 3 BEAUTIFUL BOYS



CHERISHED CHILDHOOD MEMORY:
FISHING WITH MY GRANDPA IN FOLSOM LAKE.



THINGS I FEAR:
PEOPLE WITH AGENDAS AND EMPTY EMPATHY. BIG WILD ANIMALS - BEARS, CHEETAHS, LIONS



PETS:
FRENCHIE - IRONHIDE
POMERANIAN - STARFOX
TWO FAKE JELLYFISH MY SON HAS NAMED PEANUT BUTTER AND JELLY



FAVORITE MOVIE QUOTE:
"HOW YOU LIKE ME NOW" - STORKS



BIS GAVE ME A CHANCE TO WORK IN THE PROFESSION WORLD AND I'VE BEEN GRATEFUL FOR THE OPPORTUNITY EVER SINCE.



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Robyn Leier, CSFS

Account Executive

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ABOUT ROBYN

Robyn, a native of Sacramento, California, has always called this place home. Currently residing in Plumas Lake with her husband and son, she brings a wealth of experience to Bender Insurance Solutions. For nearly a dozen years, Robyn dedicated her expertise to Self-Funded insurance, collaborating with various TPA's in the region.

In 2018, Robyn joined our team as an Account Executive on the Benefits Team. Her primary focus has been serving our clients while actively pursuing Self-Funding business opportunities and obtaining relevant designations to enhance her proficiency in this area.

Beyond her professional endeavors, Robyn cherishes precious moments with her family. Whether cheering her son on during soccer and baseball games or embarking on thrilling adventures to theme parks like Disneyland, camping trips, and quality time with loved ones, she embraces every opportunity to create lasting memories.

SOME FUN FACTS & STATS



PETS:
A GERMAN SHEPHERD NAMED RIVER



SOMETHING I COLLECT:
PUZZLES & BOOKS



CHERISHED CHILDHOOD MEMORY:
GOING TO DISNEYLAND FOR THE FIRST TIME WHEN I WAS 7 WITH MY ENTIRE FAMILY (COUSINS, GRANDPARENTS AND ALL)



BUCKET LIST ITEM:
TRAVELING TO OTHER COUNTRIES



THE CULTURE AT BENDER INSURANCE SOLUTIONS IS BY FAR THE BEST PART OF WORKING FOR THIS ORGANIZATION. WE ARE TRULY A FAMILY HERE AND EVERY SINGLE PERSON CARES ABOUT OUR CLIENTS, THEIR GROWTH AND EVEN OUR OWN GROWTH.



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Eva Chacon

Commercial Lines Technician

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ABOUT EVA

Eva was born and raised in Salt Lake City, Utah. She has over 10 years of experience in customer service, including the last 2 years in the insurance industry. With a strong passion for learning and an inquisitive nature, Eva understands the complexities of insurance and its significance in people's lives.

Her primary objective in this role is to gain comprehensive knowledge of insurance policies, understanding their intricacies and requirements. She aspires to progress to the position of Account Executive and potentially become a Producer in the future.

Outside of work, Eva indulges in pottery, writing, and recently discovered a newfound interest in glass blowing. Living in Utah, she appreciates the vast outdoor opportunities available and often takes family hikes with her young daughter, introducing her to the beauty the state has to offer.

SOME FUN FACTS & STATS



PETS:

I HAVE A 12 YEAR OLD PIT BULL NAMED SENSI. SHE IS THE MOST ENERGETIC ELDERLY DOG I KNOW. SHE IS SO KIND AND SUCH A CUDDLE BUG.



SOMETHING I COLLECT:

IT WOULD HAVE TO BE COFFEE MUGS. I HAVE A WHOLE CABINET FULL AND HAD TO HAVE MY DAD BUILD ME A WALL DISPLAY TO ADD MORE. I AM PRETTY SURE I HAVE CLOSE TO 40 MUGS.



CHERISHED CHILDHOOD MEMORY:

HELPING MY GRANDFATHER WITH HIS ROSE BUSHES. WATCHING HIM CLIP THE ROSES AND SMELLING THE FLOWERS WHILE BEING WITH HIM IS SOMETHING I WILL ALWAYS REMEMBER.



FAVORITE MOVIE QUOTE:

"WHAT'S NORMAL ANYWAYS?"
- FORREST GUMP



I FEEL AS THOUGH INSURANCE IS SUCH AN ILLUSIVE THING IN LIFE AND CAN BE HARD TO UNDERSTAND. I ENJOY WORKING IN THIS FIELD BECAUSE I CAN HELP PEOPLE LEARN WHAT IT IS AND HOW IT CAN BE APPLIED TO THEIR DAILY LIVES.



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Eva Chacon

Senior Surety Producer

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ABOUT BOB

Bob grew up in St. Louis, Missouri and completed 12 years of parochial school before graduating from the University of Missouri in 1969 with a Bachelor of Science Degree in Business Administration. He achieved his long-standing goal of earning an MBA from the University of Phoenix when he turned 60. After his discharge from the U.S. Army in 1971, Bob worked in credit management for Emerson Electric Company before starting his surety career in 1977 with SAFECO Insurance Company of America in St. Louis. In 1979, he relocated to Kansas City to establish the Kansas City Surety Branch. Bob moved to Los Angeles in 1981 and took on the role of Regional Commercial Surety Manager. He became the manager of the Sacramento Surety Branch in 1983.

In 1986, Bob left SAFECO to become the Surety Manager for the Sacramento office of Rollins, Burdick, Hunter of Northern California (AON). In 1989, he founded Chartwell Surety & Insurance Agency, which later evolved into Buschmann, Buschmann & Laux Surety Insurance Services, LLC, commonly known as BB&L.

In 2016, Bob sold the book of business formerly known as Buschmann, Buschmann, and Laux Surety Insurance Services to Bender Insurance Solutions. This allowed him to step away from agency management and focus on his accounts and expanding the surety operations of BIS.

Throughout the years, Bob has been actively involved in various volunteer initiatives, including teaching Personnel Economics at the junior high level through the Junior Achievement Program. He has also dedicated his time to support St. Rose School and Jesuit High School, as well as Make-a-Wish. Bob served on the J. A. Board of Directors and coached sports teams for his three adult sons. He is happily married and resides in Lincoln, California, where he and his spouse have been affectionately trained by their two West Highland Terriers, Chesney and Stella.

SOME FUN FACTS & STATS



FAVORITE TRAVEL SPOTS:

OUR "HAPPY PLACES" ARE MAUI, NAPA VALLEY, TAHOE, AND CARMEL.



CHERISHED CHILDHOOD MEMORY:

SUMMERS PLAYING BALL IN THE NEIGHBORHOOD PARK



A THING I FEAR:

HEIGHTS BUT ONLY ALONG BUILDING EDGES.



BUCKET LIST ITEM:

GOING TO ITALY AND COST RICA.



THE MOST UNUSUAL THING IN MY OFFICE:

A TEACHERS CLASSROOM BELL THAT SAYS "RING FOR WINE"



I HAVE BUILT STRONG RELATIONSHIPS WITH MY ACCOUNTS THAT GO BACK 20 -30 YEARS. IT IS THESE RELATIONSHIPS THAT MOTIVATE ME TO KEEP WORKING AND ADDING NEW RELATIONSHIPS.



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Jami Sanderford

Commercial Lines Account Manager

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ABOUT JAMI

Jami, a Sacramento native, embarked on her journey in the insurance industry over 19 years ago. Currently serving as an Account Manager in our dynamic commercial insurance division, she places immense value on continuous learning and is actively working towards achieving her CLIC certification, showcasing her commitment to professional growth. Her transition to BIS in 2023 marked a significant shift from the corporate environment to an employee-owned brokerage, a change that brings her a sense of excitement and new opportunities.

Based in Arizona, Jami eagerly looks forward to collaborating with the commercial insurance service team to drive business growth, leveraging her expertise remotely. Outside of her professional endeavors, she finds joy in activities such as swimming, exploring new destinations, and indulging in delightful cuisine, which allows her to unwind and recharge. Family holds a special place in her heart, and she treasures spending quality time with her two adult sons and two feline companions, creating lasting memories.

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SOME FUN FACTS & STATS



TRAVELS:

I HAVE BEEN TO 26 STATES. I WALKED INTO CANADA AND BACK OUT WHILE VISITING NIAGARA FALLS.



PETS:

I HAVE 2 CATS: INDI & TUNA



CHERISHED CHILDHOOD MEMORY:

TRAVELING IN THE RV WITH MY GRANDPARENTS. MY LOVE OF TRAVEL AND ADVENTURE COMES FROM THEM.



GUILTY PLEASURE:

SHOPPING



LUCKY NUMBER:

777



I DIDN'T FEEL A CONNECTION WITH THE CORPORATE ENVIRONMENTS IN MY PAST WORKPLACES, SO I'M THRILLED TO JOIN THE EMPLOYEE-OWNED TEAM AT BENDER INSURANCE SOLUTIONS. I APPRECIATE THEIR FOCUS ON ME AS AN INDIVIDUAL AND THEIR SUPPORT IN ACHIEVING A HARMONIOUS BLEND BETWEEN MY PROFESSIONAL AND PERSONAL LIFE.



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