1. **I need to update my insurance coverage mid-year, what life events allow me to make changes?**
   For a complete list of qualifying life events, please visit benefityourliferesources.com.

2. **How do I go about processing my qualifying life event and making changes to my benefits coverage?**
   First, you will need to obtain the appropriate supporting documentation to validate the life event. Then, you will need to process your elections through Workday to update your benefits coverage. Click on My Locker on DSGN, then click on Workday to login and select the menu option in the top left corner of the Home page. Select Benefits and Pay > Benefits > Benefit Elections > Change Benefits. You will then follow the prompts to process your life event and update your coverage.

3. **What supporting documentation will I need when I complete the life event?**
   Please visit the Benefit's website to view a complete list. You will be asked to upload this documentation when you process your life event through Workday.

4. **What is my enrollment window for a qualifying life event?**
   You must make any modifications to your benefit elections within 31 days following the date a life event change occurs, or you will have to wait until the next Benefits Annual Enrollment period.

5. **Can I add or remove a domestic partner to coverage outside of Annual Enrollment?**
   You may only enroll your domestic partner and the domestic partner's children when you are a new hire or during the annual enrollment period each year – you may not enroll a domestic partner or a domestic partner's children mid-year. A life event will include dissolving a domestic partnership or the death of the domestic partner or domestic partner's child.

6. **Can I change my plan tier or insurance carrier during a life event?**
   No, you cannot change your plan tier or insurance provider outside of Annual Enrollment.

7. **My baby was just born, and I haven't received their Social Security Number or Birth Certificate yet. Do I need to wait for this information before completing the life event?**
   No, you should still complete the life event within 31 days from the date of birth. You should upload hospital documentation in place of the birth certificate, and you will have the option when you add the new dependent to bypass entering the SSN and provide a reason why the SSN is not available. Please contact the Benefits Department once you have this information.

8. **I just finished my enrollment, and I realized I made an error. How can this be corrected?**
   Please contact the DICK'S Sporting Goods Benefits Department at 1-800-690-7655**,** ext. 3012, option 5, or email: benefits@dcsg.com for assistance.

9. **My divorce has not been finalized, but I want to remove my spouse from coverage. Can I move forward with the life event?**
   Your spouse cannot be removed from coverage until the divorce is finalized.

10. **When will my changes be reflected through my insurance carrier?**
    After your election updates have been reviewed and approved by the Benefits Department, your benefit changes will be sent to your insurance carriers the Wednesday following your life event effective date. Please allow 48 hours for processing.

11. I'm trying to submit my elections, but I'm getting a pop-up with an error. What do I do now?

If you are receiving the following pop-up error, you will need to click "Enroll" under the Spouse/DP Cost Share tile. Click "Select" which will take you to the page where you can choose the appropriate Coverage option. This will then allow you to continue with submitting your elections.