

# Security Breach At Euless Mattress Firm

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**Bud Gillett**

**EULESS (CBSDFW.COM)** - A CBS 11 News viewer tipped us off to a breach of security at a local business that can put customers' private financial information at risk.

The viewer told CBS 11 News he took the photos at the dumpster behind a Mattress Firm store at the southwest corner of Glade Road and State Highway 121 in Euless.

Names, addresses, sometimes social security numbers and even credit card numbers. The kind of information that if taken altogether might make the unwary customer vulnerable to identify theft.

Some transactions take place as far back as 2002. All on public display for anyone passing by the dumpster, according to our viewer.

Those dumpsters are empty now, having been dumped over the weekend.

Monday afternoon Mattress Firm owned up to the misstep, telling CBS 11 News it should have taken better care discarding customer paperwork that it claims is more than seven years old. It said it was sorry for not following its own clean-out policies. It added, "social security and credit card numbers are no longer included in any of our store-level paperwork and have not been since 2006."

Mattress Firm claims all of the discarded information has been retrieved; still it promises to contact customers and "offer free identity protection services and credit card monitoring for a year."

So far, CBS 11 News has been unable to reach any of the effected customers to see if they're satisfied with Mattress Firm's explanation and promise keep it from happening again, or see if they'll take it up on the credit monitoring offer. Customers effected can contact Mattress Firm at 866.942.3551.

The complete Mattress Firm Statement is as follows from Casey Zuber, the company's director of Communications:

*It has come to our attention that during a standard clean-out effort, customer paperwork older than seven years was discarded in a dumpster outside one of our stores in the Dallas area. Unfortunately, some of this paperwork included personally-identifying information such as names, addresses and in some cases credit card or social security numbers.*

*While we have policies in place to protect sensitive personal information, it is clear that these policies were not clearly communicated in this case, and for that we are truly sorry. We take protecting our customer's personal information very seriously and are working diligently to ensure*

*that we have secure disposal processes going forward. Additionally, social security and credit card numbers are no longer included on any of our store-level paperwork and have not been since 2006. All of the discarded customer information has been safely retrieved, and we are in the process of contacting all customers affected to personally notify them of the situation and to offer free identity protection services and credit monitoring for a year.*

*While we are contacting affected customers, if any customer has questions about this issue, they may contact us at 1.866.942.3551.*

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## For Coppell resident, figure skating is childhood love turned competitive endeavor



Rose Baca/neighborsgo staff photographer

Ashley Cain, a Coppell resident and member of the U.S. figure skating team, will compete in back-to-back ISU Grand Prix of Figure Skating competitions next month: the 2014 Cup of China from Nov. 7-9 in Shanghai, and the Rostelecom Cup from Nov. 14-16 in Moscow. Born in Carrollton, Cain's love of ice skating is part of a family tradition. Her parents were once professional figure skaters and are now her coaches.

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Ice skating has been a part of Ashley Cain's life for nearly as long as she could walk. At 2 years old, she ice skated for the first time on a canal in Canada with skates strapped to her shoes. At 4 years old, she had her first competition.

"They told me I didn't want to get off the ice after the competition," she said. "I just wanted to wear the sparkly dresses."

Now 19, the Coppell resident is a competitive figure skater hoping to make the World Championships next year, a feat that will be determined by how well she performs at Nationals in January.

Cain has been a member of the U.S. Figure Skating team since 2008.

Recently, she won the bronze medal at the Ondrej Nepela Trophy in Bratislava, Slovakia, as part of the 2014 International Skating Union Challenger Series. She will compete in back-to-back ISU Grand Prix of Figure Skating competitions next month: the 2014 Cup of China from Nov. 7-9 in Shanghai, and the Rostelecom Cup from Nov. 14-16 in Moscow.

Born in Carrollton, Cain's love of ice skating is part of a family tradition. Her parents were once professional figure skaters and are now her coaches. "I come from a skating family," she said. "They always took me to a rink and I wanted to try it out." Her father, Peter Cain, is a four-time Australian national champion who competed in the World Championships and the Winter Olympics.

Ashley Cain's mother, Darlene, was a national medalist for Canada who went on to work for Disney on Ice, where she met her husband. They are now coaches with the Stars Figure Skating Club of Texas at the Dr Pepper StarCenter in Euless.

Her 20-year-old brother, Brenden, is a college hockey player.

Peter Cain said he and Darlene never intended for Ashley Cain to become a figure skater. "We tried putting her into other sports, but she didn't like any of them. She just wanted to skate," Peter Cain said. "She naturally progressed into it." Ashley Cain began to train more seriously after she won second in novice ladies and first in novice pairs at the 2010 U.S. National Championships. "From then on, I really pushed forward," she said.

She went on to win junior pairs in Nationals the following year, and she won second in junior ladies in 2012. In international competitions, she has two bronze medals and a silver medal.

"We've seen her climb up the ladder on the international circuit," Darlene Cain said of her daughter. "It's always been self-motivated. She sets goals every year and she keeps learning."

These days, Ashley Cain's training routine is very structured.

Cain trains at the Dr Pepper StarCenter in Euless every day from around 8:15 a.m. to 5 p.m. She spends about four hours a day on the ice and does off-ice training that includes ballet and working with a personal trainer. "I love it," she said. "Every day is great; I get to come in and have fun." And she trains for nearly the entire year. In the short off-season of about two months, she works on new routines.

Because of her busy training schedule, Ashley Cain was home-schooled throughout high school through an online program. "It really helped that it was online, and my teachers were really understanding. I was training all day, so I'd have to do work on my lunchtime and when I got home at night," she said.

Now, she said, she's taking a break from school. She is a member of the Skating Club of New York, which provides her with resources and funding. "They're there to help the skaters and support them throughout the seasons. It means a lot to me to be able to become a part of that club," she said.

Cain's family also pays out of pocket for some of the costs of competitive figure skating. Cain said she's fortunate to be coached by her parents. "They've been my coaches since I started skating," she said. "People have always told us it won't work ... [but] they've gone through everything I've gone through, so they know how to prepare me for the competitions."

Peter Cain, who coaches upward of 50 children and adults, said it has been rewarding to watch his daughter grow and mature into a competitive figure skater. "A lot of people told me when Ashley was a young girl that she didn't have the talent, that she didn't have the coordination," he said. "I looked at them and laughed. Now those people are saying, 'Boy, were we wrong.'

"Hard work always brings out the best in the long run." As she approaches the Grand Prix competitions, Cain said she's just hoping to perform strongly and have another experience to add to her career.

"I want to put out some solid performances," she said. "I want to medal, but that's really tough your first year."

If she does well, she could go on to the ISU Grand Prix Final in Barcelona, but she's trying not to think about that too much.

"I just want to gain the most I can out of the experience," she said.

*Neighborsgo reporter Julissa Treviño can be reached at 214-977-8023.*