

From: Anthony Brodie <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: [Trustpilot Content Integrity Team] - #28160552 Decision on the review you've flagged - Ticket #28160552
Date: Sun, 25 Aug 2024 10:40:05 +1000

Their review is lies, based on them breaking our rules and using our discord to do so? Then they tried to use another discord to attack our staff. Rather than using an algorithm to check it, why aren't you checking it legitimately? What's the point in "trust"ing you to keep the integrity of reviews legitimate if you refuse to? That's false advertising.

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Sunday, 25 August 2024 10:02 AM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: [Trustpilot Content Integrity Team] - #28160552 Decision on the review you've flagged - Ticket #28160552



Trustpilot Content Integrity (Trustpilot Content Integrity)
Aug 25, 2024, 01:02 GMT+1

Hi dayzmultitool.com,

Thanks for your inquiry about the [review](#) by goon, which you recently flagged as not based on a genuine experience.

The assessment

When a review is flagged for this reason, we no longer ask the reviewer to provide documentation of their experience. Instead, we run it through our new detection software that analyses various factors, including:

- Reviewer history (e.g., number of previous reviews, past invitations to review other businesses),
- Other suspicious patterns detected by our [fraud detection software](#).

If the software determines that the content or the reviewer is suspicious, the review is taken offline; if not, it stays online.

The decision

In this case, we've assessed the review for the reason you flagged it and determined that it

follows our [guidelines](#). Therefore, we'll keep the review online.

Keep in mind, a reviewer who's had a [genuine experience](#) may not have purchased anything. They could have made contact with your business another way, e.g. they may have browsed your website or had an online chat with your business.

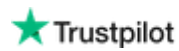
Tell your side of the story

You can always [reply to this review](#) to help win respect and credibility. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.

If you have any questions or think we've made a mistake, please let us know by replying to this email.

Thanks,

Content Integrity Team



We are rated **4.4** out of 5

Trustpilot trades on the London Stock Exchange under the ticker **TRST**

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Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
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To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
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Thread-Topic	[Trustpilot Content Integrity Team] - #28160552 Decision on the review you've flagged - Ticket #28160552
Thread-Index	AQH9oIfWVavg/aMQkGvaVMB3DnJG7I3IV0a
X-MS-Exchange-MessageSentRepresentingType	1
Date	Sun, 25 Aug 2024 10:40:05 +1000
Message-ID	<MEYP282MB3301A2F37580A5FA16342BA4A08A2@MEYP282MB3301.AUSP282.PROD.OUTLOOK.COM>
References	<LP5L2RYY043@zendesk.com> <LP5L2RYY043_66ca74a3cf1fa_503908211732_sprut@zendesk.com>
In-Reply-To	<LP5L2RYY043_66ca74a3cf1fa_503908211732_sprut@zendesk.com>
Content-Language	en-AU
X-MS-Has-Attach	
X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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Content-Transfer-Encoding	quoted-printable
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