

From: Anthony Brodie <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #28160563 - Ticket #28160563
Date: Mon, 26 Aug 2024 20:20:36 +1000

Cunt I told you, delete it or delete everything about my bot from your database. I live in Australia. You abide by our privacy laws to operate here. Delete my data or delete the fucking lies.

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Monday, August 26, 2024 8:11:50 PM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Decision on the review you've flagged - Ticket #28160563 - Ticket #28160563



Mira E (Trustpilot Content Integrity)

Aug 26, 2024, 11:11 GMT+1

Hi,

Thanks for reaching out to us about our assessment of the review by Kyle.

We've looked into the review again with the information you provided.

The review stays online

We don't have enough information to indicate that it's not based on a genuine experience, and we've seen nothing suspicious about the review or the reviewer. Therefore, we've decided to keep the review online.

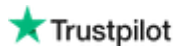
We understand this may not be the outcome you had hoped for, but we can only take the review offline if it goes against our [guidelines](#) for the reason you flagged. If you believe the review is against any other guidelines, you can [flag it for the relevant reason](#).

If you haven't already, we suggest [replying to the review](#) and sharing your side of the story.

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

Thanks,

Mira E,
Content Integrity Team



We are rated **4.4** out of **5**

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

Anthony Brodie

Aug 26, 2024, 09:03 GMT+1

It's a load of fucking bullshit and you're a waste of fucking time, not even verifying the lies you allow cunts to post about our fucking FREE DISCORD BOT that doesn't even fucking have the ability to do what this salty kid is accusing us of. The bot is VERIFIED by discord. You are just enabling toxic people who have been telling me to kill myself to continue getting away with cyber bullying.

[cid:04d87a6c-6076-451a-b3d4-bd4adc6214cd]

[cid:a0ee1009-1be7-4433-844f-5b8c6c413e5f]

Either delete their fucking lies or delete everything related to this bot from your database. Cunts.

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Sent: Sunday, 25 August 2024 6:05 PM

To: Anthony Brodie <Brodie@REDACTED.email>

Subject: Decision on the review you've flagged - Ticket [#28160563](#) - Ticket [#28160563](#)

Attachment(s)

[image.png](#)

[image.png](#)

Nadia A (Trustpilot Content Integrity)

Aug 25, 2024, 09:05 GMT+1

Hi,

Thank you for reaching us back.

Could you provide more details about why you believe the review is not genuine?

If you have any further information regarding this matter, please let me know by replying to this

email.

Kind regards,

Nadia A,
Content Integrity Team

★ Trustpilot



We are rated **4.4** out of **5**

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

Anthony Brodie

Aug 25, 2024, 01:39 GMT+1

Their review is lies about functions our discord bot doesn't even have? 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 <Brodie@REDACTED.email>

Subject: [Trustpilot Content Integrity Team] - [#28160563](#) Decision on the review you've flagged - Ticket [#28160563](#)

Trustpilot Content Integrity (Trustpilot Content Integrity)

Aug 25, 2024, 01:02 GMT+1

Hi dayzmultitool.com,

Thanks for your inquiry about the [review](#) by Kyle, 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
From	Anthony Brodie <Brodies@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject	Re: Decision on the review you've flagged - Ticket #28160563 - Ticket #28160563
Thread-Topic	Decision on the review you've flagged - Ticket #28160563 - Ticket #28160563
Thread-Index	AQHAsWgOyybJ79/VUqGNn3XKJLlnLI5Le/ngAAISgOAAAlosg==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Mon, 26 Aug 2024 20:20:36 +1000
Message-ID	<MEYP282MB3301D565515F7F8460B462C0A08B2@MEYP282MB3301.AUSP282.PROD.OUTLOOK.COM>
References	<GYR5J9RK9PZ@zendesk.com> <GYR5J9RK9PZ_66cae5e3d3513_5e39085215e_sprut@zendesk.com> <GYR5J9RK9PZ_66ca74b21a543_4939088886ca_sprut@zendesk.com> <MEYP282MB330194A9DE726C6790AD98A1A08A2@MEYP282MB3301.AUSP282.PROD.OUTLOOK.COM> <MEYP282MB3301AB03B2A9C5D7D24DD884A08B2@MEYP282MB3301.AUSP282.PROD.OUTLOOK.COM> <GYR5J9RK9PZ_66cc54e5d0c7f_4d39081972ce_sprut@zendesk.com>
In-Reply-To	<GYR5J9RK9PZ_66cc54e5d0c7f_4d39081972ce_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
Content-Type	text/html; charset="Windows-1252"
Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0