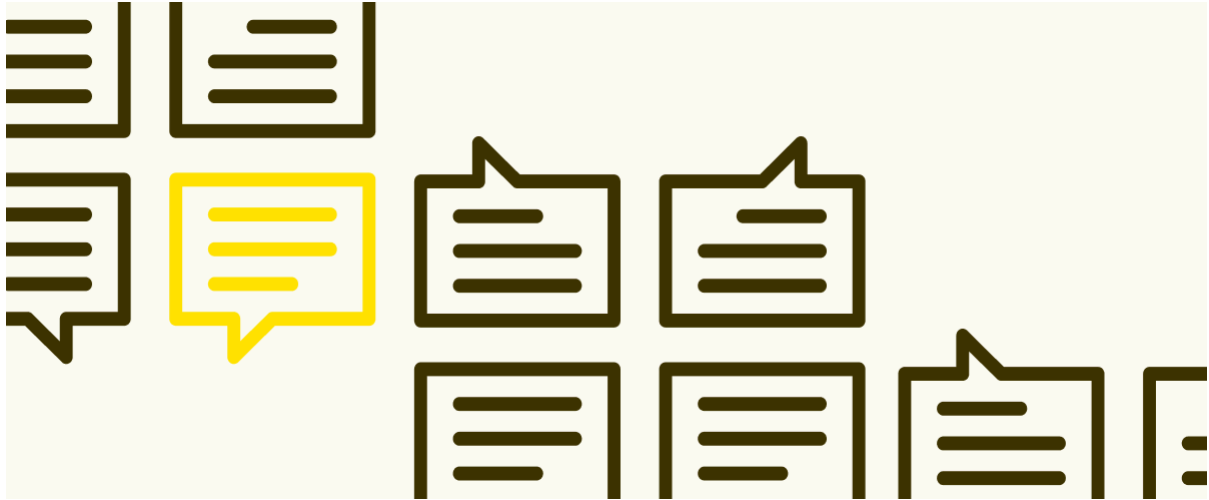


From: Trustpilot Support <support@trustpilot.com>
To: name <Brodies@REDACTED.email>
Subject: RE: Domain Name Change (#2792148)
Date: Thu, 05 Sep 2024 17:27:18 +1000



You have a message from Jeroen regarding your support request: Domain Name Change ([#2792148](#)). To continue the conversation, you can just reply to this email.

Jeroen S. (Support)

Sep 5, 2024, 09:27 GMT+2

Hi there,

Thank you for your reply!

I understand. In my initial mail I elaborated on this but we stepped over to the claim process first. Before the merge can be considered you'll have to be set down as administrator for both profiles. Now that we've achieved this we can head on to the last step and sort you out with the merge.

The adjustment will have to be done, on our side, through a merge request. Without the merge request we're unable to change the domain name away from legionkillfeed.xyz. At the time of registration of the domain on our platform and thus profile creation, it is permanently attached to the URL it is registered with. Any review placed will also be stuck to this URL. Changing this would mean affecting the reviews which is something we always prevent. As a result, we cannot modify it without proceeding with a merge.

With the automatic redirect in place one of the main requirements for a merge has already been entirely completed. That'll speed to process up greatly. (The merge itself, once ready, takes about 1 hour for the system to complete.) The form to request this can be found here: https://support.trustpilot.com/hc/en-us/requests/new?ticket_form_id=11056392934674.

The guidelines on what this means and what is required can be found here: <https://support.trustpilot.com/hc/en-us/articles/115015645768-Guidelines-for-merging-business-profiles>.

If you have any further questions please feel free to reach out at any time.

Have a great day!

With kind regards,



Jeroen S.

Business Support Agent



See our reviews



Find answers



Follow us



Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Received	from SL2P216MB2214.KORP216.PROD.OUTLOOK.COM (2603:1096:101:14d::13) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Thu, 5 Sep 2024 07:27:25 +0000
Received	from BN9PR03CA0602.namprd03.prod.outlook.com (2603:10b6:408:106::7) by SL2P216MB2214.KORP216.PROD.OUTLOOK.COM (2603:1096:101:14d::13) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.28; Thu, 5 Sep 2024 07:27:23 +0000
Received	from BN2PEPF0000449D.namprd02.prod.outlook.com (2603:10b6:408:106:cafe::2b) by BN9PR03CA0602.outlook.office365.com (2603:10b6:408:106::7) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.27 via Frontend Transport; Thu, 5 Sep 2024 07:27:21 +0000
Received	from mta-out2.pod18.euc1.zdsys.com (188.172.138.2) by BN2PEPF0000449D.mail.protection.outlook.com (10.167.243.148) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.7918.13 via Frontend Transport; Thu, 5 Sep 2024 07:27:19 +0000
Received	from zendesk.com (unknown [127.0.0.6]) by mta-out15.pod18.euc1.zdsys.com (Zendesk) with ESMTP id 2fcaa1cf-7c23-44ef-aab3-3e82bf9b87ca for <Brodies@REDACTED.email>; Thu, 05 Sep 2024 07:27:18 +0000 (UTC)
From	Trustpilot Support <support@trustpilot.com>
To	name <Brodies@REDACTED.email>
Subject	RE: Domain Name Change (#2792148)
Thread-Topic	Domain Name Change (#2792148)
Thread-Index	AQHahrAPYFqR3Z2qqEqTfp2ATciDmrJH8NwFgADb4Bc=
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Date	Thu, 05 Sep 2024 17:27:18 +1000
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Keywords	Purple category,Trustpilot
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Reply-To	Trustpilot Support <support@trustpilot.com>
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X-Auto-Response-Suppress	All
X-MS-Exchange-Organization-Network-Message-Id	1564ecf3-48d0-4fed-1066-08dccd7c2d54
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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X-Microsoft-Antispam-Mailbox-Delivery	ucf:0;jmr:0;ex:0;auth:1;dest:I;OFR:SpamFilterPass;ENG:(5062000308)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(1010050)(944500132)(2008001181)(4810010)(4910033)(9920006)(9510006)(10105021)(9320005)(9230038)(120001);
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