

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Support <support@trustpilot.com>
Subject: Re: Domain Name Change (#2792148)
Date: Thu, 05 Sep 2024 18:07:20 +1000

Great, so basically, you've now made it so I can scam people and get away with it? Thanks. Now I know there's no point using this service. A simple register dumb domain name, merge websites then use real business name if a genius way to avoid you guys allowing fake reviews! What a wonderful was of time this has been.

From: Trustpilot Support <support@trustpilot.com>
Sent: Thursday, September 5, 2024 5:27:18 PM
To: name <Brodies@REDACTED.email>
Subject: RE: Domain Name Change (#2792148)



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



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

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodiess@REDACTED.email>
To	Trustpilot Support <support@trustpilot.com>
Subject	Re: Domain Name Change (#2792148)
Thread-Topic	Domain Name Change (#2792148)
Thread-Index	AQHArAPYFqR3Z2qqEqTfp2ATciDmrJH8NwFgADb4BeAAAp4Q==
Date	Thu, 05 Sep 2024 18:07:20 +1000
Message-ID	<SL2P216MB20296A63CB2EC188C2444E23DA9D2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<X6V6EVM3YXR@zendesk.com> <X6V6EVM3YXR_66d82daf7371c_41391c21202d4_sprut@zendesk.com> <X6V6EVM3YXR_66cd8a2c917d6_44390858005f_sprut@zendesk.com> <X6V6EVM3YXR_66ca3abdccd43_55390862181_sprut@zendesk.com> <X6V6EVM3YXR_66d708d419ca9_5b391c42540_sprut@zendesk.com> <SL2P216MB202946347D31BE413781736ADA8A2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029F22DD88586C4ED261CB9DA942@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029D11FBFE879BEFEE0D57FDA932@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029A6620A157EC61F4AE9BDDA9C2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <X6V6EVM3YXR_66d95d5694d92_573930180599_sprut@zendesk.com>
Keywords	Purple category,Trustpilot
In-Reply-To	<X6V6EVM3YXR_66d95d5694d92_573930180599_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
Content-Type	text/html; charset="iso-2022-jp"
MIME-Version	1.0