

From: Trustpilot Support <support@trustpilot.com>
To: name <Brodies@REDACTED.email>
Subject: RE: Domain Name Change (#2792148)
Date: Thu, 05 Sep 2024 18:43:11 +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, 10:43 GMT+2

Good morning,

Thank you for your reply!

I'm sure I'm not following your train of thought here but I can assure you that the merge is in no means meant to scam. What this does is that, once a business changes their name but would like to retain their reviews, they can apply for a merge. These merges are forced to adhere to certain requirements. The most important one is that there is a clear redirect in place meaning that any traffic that would relate to the former 'old' domain goes directly to the new. Thus any reviewer in the future will be automatically seeing the new domain as the old one no longer exists.

We reflect this on our profiles as well as to make sure that this is entirely in line and in order. All the merged reviews will see a tag added to them that show that these were merged as we stand for full transparency. This way future visitors are informed and kept up to date as to what's going on with the business. The transparency report for the business itself will have a similar notion made.

Additionally every domain/review is checked to ensure that it adheres to our rules, guidelines and regulations. If this, in one way or another, doesn't match up the domains/reviews as such are investigated and action is taken. The system isn't flawless but we are happy to accept and take your feedback to better our services.

I'm, however, sorry to read that you've found our process to ensure the security of the reviews and profiles as a wasteful experience. I'll forward your comments to the team that handles this process as to make sure this can be reviewed. If you

do want to move the merge ahead and get everything sorted out as initially wished for: Please feel free to file the request following the form I send earlier.

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 SE1P216MB1494.KORP216.PROD.OUTLOOK.COM (2603:1096:101:2a::13) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Thu, 5 Sep 2024 08:43:16 +0000
Received	from MW4PR04CA0222.namprd04.prod.outlook.com (2603:10b6:303:87::17) by SE1P216MB1494.KORP216.PROD.OUTLOOK.COM (2603:1096:101:2a::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 08:43:14 +0000
Received	from CO1PEPF000044FA.namprd21.prod.outlook.com (2603:10b6:303:87:cafe::5e) by MW4PR04CA0222.outlook.office365.com (2603:10b6:303:87::17) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7939.14 via Frontend Transport; Thu, 5 Sep 2024 08:43:13 +0000
Received	from mta-out8.pod18.euc1.zdsys.com (188.172.138.8) by CO1PEPF000044FA.mail.protection.outlook.com (10.167.241.200) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.7962.2 via Frontend Transport; Thu, 5 Sep 2024 08:43:12 +0000
Received	from zendesk.com (unknown [127.0.0.6]) by mta-out15.pod18.euc1.zdsys.com (Zendesk) with ESMTP id e451dc6d-1f61-4bb4-a2df-8bfc304ee1f8 for <Brodies@REDACTED.email>; Thu, 05 Sep 2024 08:43:11 +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	AQHahrAPYFqR3Z2qqEqTfp2ATciDmrJH8NwFgADb4BeAAAp4YAACTeL
X-MS-Exchange-MessageSentRepresentingType	1
Date	Thu, 05 Sep 2024 18:43:11 +1000
Message-ID	<X6V6EVM3YXR_66d96f1fdf4_4939301340461_sprut@zendesk.com>
References	<X6V6EVM3YXR@zendesk.com> <X6V6EVM3YXR_66d708d419ca9_5b391c42540_sprut@zendesk.com> <X6V6EVM3YXR_66ca3abdccd43_55390862181_sprut@zendesk.com> <X6V6EVM3YXR_66cd8a2c917d6_44390858005f_sprut@zendesk.com> <X6V6EVM3YXR_66d82daf7371c_41391c21202d4_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> <SL2P216MB20296A63CB2EC188C2444E23DA9D2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
Keywords	Purple category,Trustpilot
In-Reply-To	<SL2P216MB202946347D31BE413781736ADA8A2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <X6V6EVM3YXR_66d95d5694d92_573930180599_sprut@zendesk.com>
Reply-To	Trustpilot Support <support@trustpilot.com>
Content-Language	en-US
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-Exchange-Organization-AuthSource	CO1PEPF000044FA.namprd21.prod.outlook.com
X-MS-Has-Attach	
X-Auto-Response-Suppress	All
X-MS-Exchange-Organization-Network-Message-Id	9822e451-4aa0-45ca-3161-08dccc86c740
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
received-spf	Pass (protection.outlook.com: domain of trustpilot.com designates 188.172.138.8 as permitted sender) receiver=protection.outlook.com; client-ip=188.172.138.8; helo=mta-out8.pod18.euc1.zdsys.com; pr=C
x-ms-publictraffictype	Email
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);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wOQ09MTiHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	InUadcyRXb3a9tWGTIOpiY288cEJ7AQuHQEECZBa33OSCWjwQI9l6KAIGKUsDNpA8hmrPho+fX8WLYMwOBRaXQkgRk0V67TeBhjdMLSI7gLn4D/ZsolxyPVkM7ryct7J9QJm/Vhwuht5StroS3iSiYBFsCFcsto+u/aJrl/YCixx8frcyuR/ksT8wV+AYijzflot11N9mRrJTfFJ2uzZkw7J2EvjDZU5L6XAO3yyAzlmbAx+ZlP3XtHwj40ORu517NegszO3Q1OZmU9IUvleS3a3jkiR8fhMOzgtT7m9HRHnf2EnN+FkvxA8O/IgjsMw1iNjPMK8Ya+Abgqg/d7C++vsyDdybjWQ5Y771srF8ecFOBKUquF1dTxvqQRMXrgEWQmY/9ptB3fgcLyQsVWuixBi4lx6wtGKnrk0LbZsG62l2W9DIV11D+vJ82W2yZLlmd8OlwsGVP5w6ZO4jPvR1fwQqgkSPOggXwxO3tFHyjviXzSZ1XZFLHbc9mB4YJ58Nim41XHqrodXXJ7pl9QNziPLd0Fi/9h06FP7LwnYNh8IFFTcP2G2B65phEAJalqgeYgs6mYTRSBuHaOnPCQByyyISSWgnbMUe8H+LagcDtQZ1RMuKBIssyssdnwN+dV6RHinOwLW3wUpWE4WgNdzsDgG4AsK9enwVXHqk9c2mwEHtTnrPxrK0SiZ13WhEKEB6GycJBjiJEaWOaFwUobGn7Y19lqXGbQQQjgrpzRcSEOuAfORc96oaDue3pkMLg2Smo+fA43rdm8QQKaPPZVINJz5mUS99VmpymhMqYht47jXA75bJW+UcoButdxZ7frg388ZGJUIOBUZuDzyQ/xPHzHUzq4jWyknXJj9VfZFBbsk1uWfSq5n/yRoH57+cMLfOrTWPNTEdN6KcS6/delZY7h0Nk3qZ97Zy0KxOlFegkvzjBxcjq9gK58NfNjFFuec93F4ghOvwEfrboZ9UH7rGTf7LomETyOl2JK6AM4t3fhzLEHfZfAG9v323wjU8jBUABOm9e91HO6y3A0m2wtSg/uCJxOO0Ukc0gJjYhkiEPnBShCIIRZHyikJfB4UWZVxXeeoNGE6H1mKzjXOrUYImUcyCxPgqFb3RYLJyeLGN+ovMf10XorFW

	FMTYZ0vnCP6iiOSsVkG/ZIN6p5Xn8HX4dY9uBI6a41OEIXKC4xIrgXdgZDwzcU8btAGAenWRoGY8V0alt/6y3QrO+NqI0xWgiPxxvL2gtpz2a3QmBFG7uy7Wx5ldGOFdax/luEKhsD+xZh+JofeNgzKikr8ubIPkcVeOS2KnXrYirl8fn6qJTb/lb8psWqBibUItPDiK27wCu0OcU2KaLzka+8COkEoVK05MqEzyQafKTwg+wVt73GcGVkieUf4DpVJ/7dWKw64buWpBB52Ues1ZJCceXqt+XyeYTZ45AW0BpAvTEAVBwNEh4hWC3ztUEe37QuiS8PZe0aSN4xsf9TnK1rpWsdWcHv7u+plVjjHdWUUhWpyTzjoV9gel6Lm20IVAKUgauQ6Zk9Cy34YihLHyCnPkfJ1J6GcPeuiZxEu95rQzYx04CSEb+nhD/q2ugd3bJgAV/5Sha4ARQ+RYmMkPZFgqb+Lsgv6C5bX9KSvxlGxTQb94vJeHxdkeN7okWRHbThfOqPS4eZ0ND22HWH4OUWp5RSCEXzuvB5nrYiwzLwPyrkZ7R0JcS9E13NOjNd6r0ux5aKQX5U2tZu2eesd/EGMWla7T3lFtw3XxyolVlj3st74wrl8JhW4iAfZDwY0V2NVhlNLu2u1hpahVa9yJ25vlaJHA2jMQBtjGiC8DII8TMdmm4L6VX6C67Ry0tWdz1l+bPVjhX7P2hmi0yG184/ZFGNS975BvAEDSliijzDzZgYiL6vwQPd15iHOcK2u08t+BW7xhKPCbvNfJr08ZfePNdoTvh7q/X0+EzFDE+W8bVmazJEEUfe1g4Ou5XBxowiuWfcpoUrtAUW//RGkH2W4xPvAVijQyOUy8AuH4ul66JTrHe8Tb1JfXwlp/Xa9b7ywmIj/MosAD9M5CztEIN7xMJg==
Content-Type	text/html; charset="utf-8"
Content-ID	<536D6453FEB85C4ABF941897B6A6E254@KORP216.PROD.OUTLOOK.COM>
Content-Transfer-Encoding	base64
MIME-Version	1.0