

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Support <support@trustpilot.com>
Subject: Re: Domain Name Change (#2792148)
Date: Fri, 06 Sep 2024 13:00:31 +1000

What's the point? You let clear and highly inflammatory lies go on people's profiles and refuse to remove them when they can't verify they've used the service. Not much point using your services at all. Oh that's right, we don't have a choice do we? Because you use our data violating Australian privacy law and sue anyone who fights it.

From: Trustpilot Support <support@trustpilot.com>
Sent: Thursday, September 5, 2024 6:43 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, 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



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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 <Brodies@REDACTED.email>
To	Trustpilot Support <support@trustpilot.com>
Subject	Re: Domain Name Change (#2792148)
Thread-Topic	Domain Name Change (#2792148)
Thread-Index	AQHArAPYFqR3ZZ2qqEqTfp2ATciDmrJH8NwFgADb4BeAAAp4YAACteLgAExzng=
Date	Fri, 06 Sep 2024 13:00:31 +1000
Message-ID	<SL2P216MB202906E3A558682F4665F625DA9E2@SL2P216MB2029.KORP216.PROD.OUTLOOK.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> <X6V6EVM3YXR_66d96f1fdf4_4939301340461_sprut@zendesk.com>
Keywords	Purple category,Trustpilot
In-Reply-To	<X6V6EVM3YXR_66d96f1fdf4_4939301340461_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
Content-Type	text/html; charset="ks_c_5601-1987"
Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0