

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
Date: Fri, 06 Sep 2024 23:50:13 +1000



Sarah A (Trustpilot Content Integrity)

Sep 6, 2024, 14:50 GMT+1

Hi,

I genuinely empathize with your frustration and the perspective you've expressed. I understand that this may not be the desired outcome you were hoping for.

We apply Trustpilot's [Guidelines for Reviewers](#) consistently. That means we treat all reviews the same way, regardless of whether they're positive or negative. We also treat all companies equally — they must follow our [Guidelines for Businesses](#), regardless of whether they subscribe to our paid services or not.

Trustpilot acts as a middle-ground between the reviewer and the company, and we treat both sides equally with no bias. So, the review was removed because we couldn't verify its authenticity. And we have to ask the reviewer for documentation proving their interaction with the company and/or their services.

And we give all businesses the opportunity to dispute the decision if they think that we've made a mistake.

So, I would appreciate it if you could provide a detailed explanation as to why you believe the review is not based on a genuine experience. Please feel free to share any specific evidence or information that supports your claim.

If you need any assistance, please feel free to reach out to us anytime.

Kind regards,

Sarah A,
Content Integrity Team



We are rated **4.4** out of 5

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

legionkillfeed@outlook.com

Sep 6, 2024, 14:07 GMT+1

There's an open police investigation into this persons harassment CIRS-20240906-104
I'll make sure the police know you were helped a stalker harassment.

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

Sent: Friday, September 6, 2024 8:01 PM

To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>

Subject: [Trustpilot Content Integrity Team] - [#28404349](#) Decision on the review you've flagged -
Ticket [#28404349](#)

Trustpilot Content Integrity (Trustpilot Content Integrity)

Sep 6, 2024, 11:01 GMT+1

Hi legionkillfeed.xyz,

Thanks for your inquiry about the [review](#) by havasu, 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



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Trustpilot A/S
Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
Company no. 30276582

Email Headers (Raw)

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X-Mozilla-Status2	00000000
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From	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To	"Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject	Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
Thread-Topic	Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
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In-Reply-To	<SL2P216MB2029DFFE9D3339FDBE1F51FEDA9E2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> & t;41RXDLNZ07Y_66dad30a74324_5e393085662_sprut@zendesk.com>
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