

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
Date: Sat, 07 Sep 2024 01:05:45 +1000

Just for you guys

https://youtu.be/PYK00_7Ae7I

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From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Saturday, September 7, 2024 12:44 AM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349



Toqa F (Trustpilot Content Integrity)

Sep 6, 2024, 15:44 GMT+1

Hi,

Thank for getting back to us.

While we understand you're frustrated, please note that we do not accept any abusive messages against Trustpilot employees.

We understand that you disagree with the decision we've made. However, we can assure you it was taken after careful consideration and in accordance with our guidelines

We appreciate your understanding.

Best Regards,

Toqa F,
Content Integrity Team



We are rated **4.4** out of **5**

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

Brodies@REDACTED.email

Sep 6, 2024, 15:32 GMT+1

Ya'll are that fucking retarded, I hope you crash your car on your way home from work for being such a horrible and disgusting excuse for a human being, seeing what these mongrel dogs are doing to fuck with my business and you got the police report number, you've been told I'm suicidal. I hope your sister gets aids and your uncle keeps touching your brother you piece of shit.

[cid:8bd7c813-50d4-43a4-aa7f-da01e63f22d8]

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

Sent: Saturday, September 7, 2024 12:29 AM

To: Brodies@REDACTED.email <Brodies@REDACTED.email>

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

Attachment(s)

[image.png](#)

Toqa F (Trustpilot Content Integrity)

Sep 6, 2024, 15:29 GMT+1

Hi legionkillfeed.xyz,

Thanks for reaching out to us about our assessment of the review by havasu.

We've looked into the review again with the information you provided.

The review stays online

We don't have enough information to indicate that it's not based on a genuine experience, and we've seen nothing suspicious about the review or the reviewer. Therefore, we've decided to keep the review online.

We understand this may not be the outcome you had hoped for, but we can only take the review offline if it goes against

our [guidelines](#) for the reason you flagged. If you believe the review is against any other guidelines, you can [flag it for the relevant reason](#).

If you haven't already, we suggest [replying to the review](#) and sharing your side of the story.

If you have any questions or think we've made the wrong decision, please let us know by replying to this email.

Thanks,

Toqa F,

Content Integrity Team



We are rated **4.4** out of 5

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

Brodies@REDACTED.email

Sep 6, 2024, 15:09 GMT+1

Unacceptable. They have never used my product or been in my discord, you get a receipt number when you subscribe, they don't have one. We have never spoken. How can they review me if I have never spoken with "havasu" or whatever the fuck it was.

Cyber.gov.au/report CIRS-20240906-104

[cid:3f748b31-d26c-44f2-870d-e434cdd8223d]

Help them push me to suicide, leave the lies up, I dare you cunt.

Seriously, open your fucking eyes.

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

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

To: Brodies@REDACTED.email <Brodies@REDACTED.email>

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

Attachment(s)

[redacted.txt](#)

Brodies@REDACTED.email

Sep 6, 2024, 14:58 GMT+1

Cyber.gov.au/report CIRS-20240906-104

There is the police report information.

The can't verify they've use my bot or they would have by now,it's a part of a 16 month long harassment that has mate me attempt suicide once already. They outright brag that they are doing this shit to people but you fuckwits don't verify shit. You're a fucking joke. 24 websites they've made about me, they are actively trying to make me end my life and you are helping them, that is a crime.

[cid:9e815614-c7b7-436f-9d8d-74a6b5e82120]

I am the "Soul" they speak of so are you going to continue to allow them to push me to suicide using your platform.

<https://cdn.discordapp.com/attachments/1241619888636690432/1281508081821421598/image.png?ex=66dbf8e7&is=66daa767&hm=fba9545e2dcf9be83d2a654ea3493415046a86dd83c44cd99b52648777c05de0&=>

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

Sent: Friday, September 6, 2024 11:50 PM

To: Brodiess@REDACTED.email <Brodiess@REDACTED.email>

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

Attachment(s)

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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**

Brodies@REDACTED.email

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: Brodies@REDACTED.email <Brodies@REDACTED.email>

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



We are rated **4.4** out of 5

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

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Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodiess@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject	Re: Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
Thread-Topic	Decision on the review you've flagged - Ticket #28404349 - Ticket #28404349
Thread-Index	AQHbAGkj63le9MuKZEimneSXTRKGHbJK0a4pgAAD+QGAAAO35w==
Date	Sat, 07 Sep 2024 01:05:45 +1000
Message-ID	<SL2P216MB2029B7EB5FBB66E0EC639ED0DA9E2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<41RXDLNZ07Y@zendesk.com> <41RXDLNZ07Y_66db11b026182_5f3930443797e_sprut@zendesk.com> <41RXDLNZ07Y_66dad30a74324_5e393085662_sprut@zendesk.com> <41RXDLNZ07Y_66db089526b10_4439307231c3_sprut@zendesk.com> <SL2P216MB2029DFFE9D3339FDBE1F51FE DA9E2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029F5FF5BAAC06AE89ADA08DA 9E2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>> <SL2P216MB2029C5CC7C1C0C43CA86D6FADA9E 2@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029AD8C198D56C815E9507ADA9E2@ SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <41RXDLNZ07Y_66db1533af4b1_5f39304128936_sprut@zendesk.com>
Keywords	Purple category,Trustpilot
In-Reply-To	<41RXDLNZ07Y_66db1533af4b1_5f39304128936_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	yes
X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
Content-Type	multipart/mixed; boundary="_002_SL2P216MB2029B7EB5FBB66E0EC639ED0DA9E2SL2P216MB2029KORP_"
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