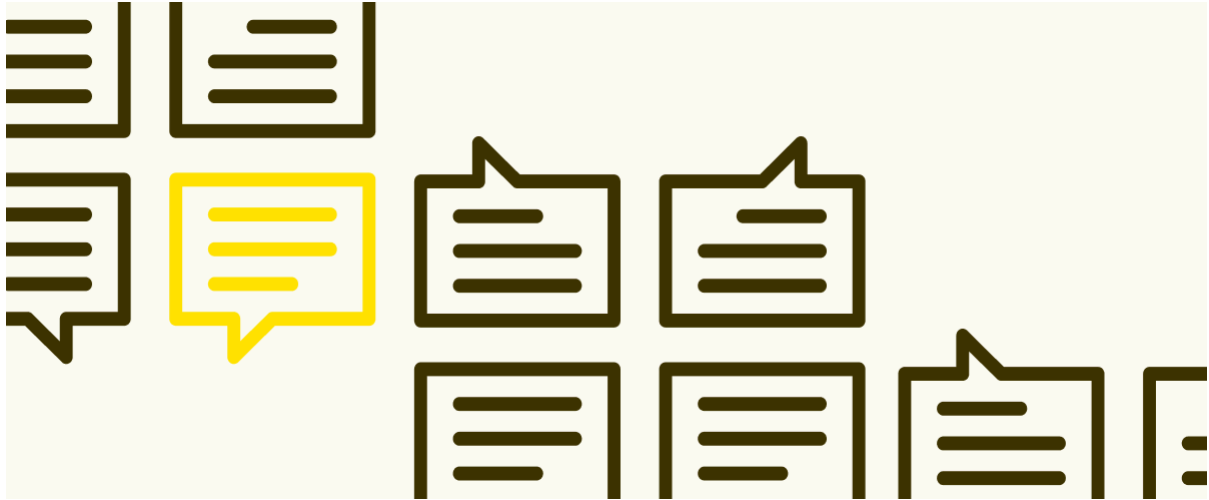


From: Trustpilot Support <support@trustpilot.com>
To: name <Brodies@REDACTED.email>
Subject: RE: Why did 1 negative take us down so much (#2854753)
Date: Mon, 11 Nov 2024 20:26:02 +1100



You have a message from Francesco regarding your support request: Why did 1 negative take us down so much ([#2854753](#)). To continue the conversation, you can just reply to this email.

Francesco C. (Support)

Nov 11, 2024, 10:26 GMT+1

Hi there,
thank you for reaching out to the Trustpilot Customer Support Team.

I inform you that the formula to calculate the TrustScore considers three factors: time span, frequency, and Bayesian average. So the rating assigned to a review is not the only factor that should be taken into consideration in this case. For a further understanding of how the TrustScore is calculated, you can refer to [this article](#).

Besides of that, as you have mentioned that the review may not be based on a genuine experience, I can eventually forward your enquiry to our [Content Integrity Team](#), so you can further discuss the matter with me. Alternatively, you can update the thread with ID **29744153** where they replied to you on Thursday 7 November.

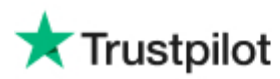
I'm looking forward to your reply! Let me know and I'll be happy to provide further assistance.

Have a nice day.

Regards,



Francesco C.
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 PU4P216MB1951.KORP216.PROD.OUTLOOK.COM (2603:1096:301:109::12) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Mon, 11 Nov 2024 09:26:07 +0000
Received	from BN9PR03CA0354.namprd03.prod.outlook.com (2603:10b6:408:f6::29) by PU4P216MB1951.KORP216.PROD.OUTLOOK.COM (2603:1096:301:109::12) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8137.28; Mon, 11 Nov 2024 09:26:05 +0000
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From	Trustpilot Support <support@trustpilot.com>
To	name <Brodies@REDACTED.email>
Subject	RE: Why did 1 negative take us down so much (#2854753)
Thread-Topic	Why did 1 negative take us down so much (#2854753)
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In-Reply-To	<X5DWMPZJDVW@zendesk.com>
Reply-To	Trustpilot Support <support@trustpilot.com>
Content-Language	en-US
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