

From: Trustpilot Support <support@trustpilot.com>
To: name <Brodies@REDACTED.email>
Subject: RE: Why did 1 negative take us down so much (#2854753)
Date: Thu, 14 Nov 2024 02:44:46 +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.

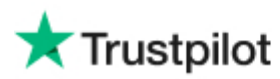
I'm looking forward to your reply! Let me know and I'll be happy to provide further assistance.

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 SL2P216MB2143.KORP216.PROD.OUTLOOK.COM (2603:1096:101:14d::10) by PU4P216MB2027.KORP216.PROD.OUTLOOK.COM with HTTPS; Wed, 13 Nov 2024 15:44:52 +0000
Received	from BLAPR03CA0135.namprd03.prod.outlook.com (2603:10b6:208:32e::20) by SL2P216MB2143.KORP216.PROD.OUTLOOK.COM (2603:1096:101:14d::10) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8158.17; Wed, 13 Nov 2024 15:44:50 +0000
Received	from BN1PEPF00005FFF.namprd05.prod.outlook.com (2603:10b6:208:32e:cafe::cd) by BLAPR03CA0135.outlook.office365.com (2603:10b6:208:32e::20) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8158.16 via Frontend Transport; Wed, 13 Nov 2024 15:44:49 +0000
Received	from mta-out12.pod18.euc1.zdsys.com (188.172.138.12) by BN1PEPF00005FFF.mail.protection.outlook.com (10.167.243.231) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8158.14 via Frontend Transport; Wed, 13 Nov 2024 15:44:47 +0000
Received	from zendesk.com (unknown [127.0.0.6]) by mta-out15.pod18.euc1.zdsys.com (Zendesk) with ESMTP id c3c8a4a6-d4ed-404d-983a-01bc423419e6 for <Brodies@REDACTED.email>; Wed, 13 Nov 2024 15:44:46 +0000 (UTC)
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)
Thread-Index	AQHbNeL7fsIjoXJ/+EOf1kSvP8PWkA==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Thu, 14 Nov 2024 02:44:46 +1100
Message-ID	<X5DWWMPZJDVW_6734c96e239a8_3e395832037fa_sprut@zendesk.com>
Keywords	Purple category,Trustpilot Assholes
In-Reply-To	<X5DWWMPZJDVW@zendesk.com> <X5DWWMPZJDVW_6731cdaa8f771_50396c57456e_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	BN1PEPF00005FFF.namprd05.prod.outlook.com
X-MS-Has-Attach	
X-Auto-Response-Suppress	All
X-MS-Exchange-Organization-Network-Message-Id	3c04a224-8b1b-4f20-bfaa-08dd03fa1a51
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
received-spf	Pass (protection.outlook.com: domain of trustpilot.com designates 188.172.138.12 as permitted sender) receiver=protection.outlook.com; client-ip=188.172.138.12; helo=mta-out12.pod18.euc1.zdsys.com; pr=C
x-ms-publictraffictype	Email
X-Microsoft-Antispam-Mailbox-Delivery	ucf.0;jmr.0;ex.0;auth.1;dest.1;ENG;(5062000308)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(944500132)(2008001181)(4810010)(4910033)(9930004)(9545005)(10172021)(9320005)(120001);
X-Message-Delivery	VJ0xLjE7dXM9MDtsPTA7YT0wO0Q9MTtHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	Ja3PZFtD/9ACC2lhHZtIMG0xHZXeOjpN77ePX2so3ZB1J8yEa3eLgQ/rknrZoZxfZVnfXUGe8BvI71XVpenVW0xO7kglpMVO0fCcJWlvYmGwwFTFXlqgr5w5iPeh4orl6lwOjxRlydC64gHcYDPTmNJZg8V6qeYZZWwfyZJEnRHPX5qDExV4ZFR075FJS6OPkq0FI0vVXYO1UypFgvwe4FNGVZUCdTqfnwMutXMoi7yFBzNsyZHDdPxFSk1GDzlvpOo+/Mcl k36Hvrl3zOeNEPHqXwewD9KXYh06dUSktAuahAnflWz2Q6rVIRQ0EaylI8kSAo+ICZUessoZnOgn38jX7MMHqBmO6tbQmaLj6Zaw+/5dfBp5JTycOfCyEzbrZykhijDCtWjsk6fUvT53AY4/FPyMz80mkTbr4aV5boxX1kEYRF32o5AbF9Y70/SbErpzRaVWELtejaT7r3Fm9crQ4TsNfTTdWR1xj5MI8UinE6d/bGDoueJ102ZiVaRJ5lSss6oD0hmF6riGKZ001XJT+G17LMuS5yuvnl6LtBdtRij5cr0rChdqjPBKwHnuCklKhfEPy9+pNoChifuRm5Y63omk1zmJTl75EUgC9FTnpdsywPcgq2H7SfiD248Up7mZOh/qipFiMu1N11NALj0NITxL3NDJiTa9PiRCGvBbSjTaiUYuiWfIKdi5VrYbV3+PA8Fz1TRXCip9KsUxJr4WVADA16E/J+aBoTteUO1SSBTalUqGbbewwrTQCJB5CMssOHkaP3cmB2uQF15LA3GxbdrVKsJjAje9tf0DNE6k82SVFHHbGko3Pmt0yxx8l6QmAE6RyPvcQS962Gjw0LdDYBriKXZVURsq3NAusXlIzifftHXjVrdb3nrQeWuroplqGVXpq1HEYO/nFe3hmlJJeLHR2Lsaid8D0tSacMDdNxlNr7FGHMXwaf8vxQr6fqIDXHl7fdsFSKjBzEacBLZn5ii8bKmhH3MBRzckWv47QzhOnrL85pxacJ2vzvSaGqX9fG0i4yfwwdqgFr+VPw9Exnicu dL+21D3+u1ewBauGpGQEPumin2MNgikHxIHjSxMXE8TlIdlbdBzV5Kw/Fc2toocrPqiPEe77aKkXH4E92UjmlHvoJrJl8lHbmW3phOPvM8tokFVRzXen61oa5N1JwSSFaSB4jtHqrnjgxaLnFv36an9JutaS43abxhl01+zSDkmwyxMAGAR8s/+xHxTCW4Votu+gR8KL6KAqkkCd0oP2PkxszLz6aLg2H6wWyd7VXHN/Vq586+eFXSH1nrlNBkvWf7i9z3Lx75w9dRUKv58Hvr4fAN8F7Y59lBYcyisVsnpdwKr6+ymsZfGicWLj8iVnEZTICBTkBJSSDQokTE5xBpXFIE6CKOTo r4i2d5PMFxtTpMsE7zWh7GP1IZUh74Gzxt89XXaEFb1J2GGrHKPo9etPSQrffPrd4GuceoC4k5tpysiUaRygY30xGzDo7ccgaUJSM52SEqr/cA4P1gjj7PRyHuTvmwwUPTsXNNYLocDWFQy/YQJyPcflv6nhVDx8JjbMFViy+Y6SBli FQG05VXhhjUC7tScyg1+FQcqeKT9/bCpME42je1610sVjDTzQasq4lbuUUTKaYhMrB35l9efGdaTpngmEFDavrz0v9dLs8gPC66Y2Mua5O4qWnv4cuEz7u8dP0Mv7hdX19fwjnAMA3DN97z0SxM+19147LZY17FaUYLR6GS9PIYuAC5bI8RrU2HGZCILG4boVR5js0lgtIP4U/HVjPgluCub9RLgSmF+vWYDRT78GfWK1PVic1K+Jd9gm44E1DSvBmMFHzbBfqGIGEGGzAIT0pxiM8D1TVpA255OtBapklxNx514EsfvOKdgv=
Content-Type	text/html; charset="utf-8"

Content-ID	<4F0B8DDD3E79384AB5A4E8CB98F519C7@KORP216.PROD.OUTLOOK.COM>
Content-Transfer-Encoding	base64
MIME-Version	1.0