

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #30380870
Date: Tue, 03 Dec 2024 05:34:43 +1100

Instead of automated AI checks, perform legitimate checks because if you read the reply I sent, they not only are directly lying stating I took their money, I actively encouraged them to contact the bank.

But I know it's pointless sending this email, you let people get away with whatever they want.

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Tuesday, December 3, 2024 5:32 AM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #30380870



Trustpilot System (Trustpilot Content Integrity)

2 Dec 2024, 18:32 GMT

Hi Anthony Brodie,

Thanks for your inquiry about the review by Karl Messer, which you flagged for containing defamatory content.

The assessment

When a review is flagged for this reason, we run it through our AI-powered defamation tool. This tool considers whether the content you've identified, in the context of the whole review, is likely to cause serious harm to someone's reputation or serious financial loss to a business.

Keep in mind that while you may consider the content to be negative, this is different from being defamatory.

The decision

In this case, we've assessed the review and determined that the content you've identified is not defamatory. Therefore, we've reinstated the review and won't be taking any further action.

Tell your side of the story

You can always [reply to this review](#) to address feedback and share your side of the story.

Replies appear alongside the review, giving readers the full picture from both perspectives. This builds credibility, shows empathy, and can turn critics into loyal customers.

If you have any questions, please let us know by replying to this email.

Thanks,

Content Integrity Team

★ Trustpilot



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

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

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Company no. 30276582

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject	Re: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #30380870
Thread-Topic	[Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #30380870
Thread-Index	AQHbROIJr0ivVMZk10SaWn0ZcsqWDLLTR4sV
Date	Tue, 03 Dec 2024 05:34:43 +1100
Message-ID	<SL2P216MB2029A3BDE40641B1BFF189E3DA352@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<VDY0P4YM9LR@zendesk.com> <VDY0P4YM9LR_674dfd358e583_4639582567d5_sprut@zendesk.com>
In-Reply-To	<VDY0P4YM9LR_674dfd358e583_4639582567d5_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="Windows-1252"
Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0