

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #30380870 - Ticket #30380870
Date: Wed, 04 Dec 2024 14:22:54 +1100

But it does not contain any factual information therefore it is harmful to my business

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Wednesday, December 4, 2024 3:02:14 AM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Decision on the review you've flagged - Ticket #30380870 - Ticket #30380870



Ayana A (Trustpilot Content Integrity)

3 Dec 2024, 16:02 GMT

Hello,

I completely understand the frustration you're feeling. I'm sure I'd feel the same way.

After carefully reviewing the content in question, we would like to inform you that the highlighted sections of the review do not contain defamatory language, nor do they include any harmful or illegal content.

As a result, we have determined that the review complies with our guidelines.

Therefore, we will be upholding the decision to keep the review live on our platform.

We greatly appreciate your understanding, and should you have any further questions or concerns, please feel free to reach out. We are always here to assist.

Best regards,

Ayana A,
Content Integrity Team



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

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Anthony Brodie

2 Dec 2024, 18:34 GMT

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.

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



We are rated **4.4** out of 5

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Trustpilot A/S
Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
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: Decision on the review you've flagged - Ticket #30380870 - Ticket #30380870
Thread-Topic	Decision on the review you've flagged - Ticket #30380870 - Ticket #30380870
Thread-Index	AQHbRZy8WeEWMP+Ig0OVTIMiNNnA+rLVbElz
Date	Wed, 04 Dec 2024 14:22:54 +1100
Message-ID	<SL2P216MB2029085A7FCA7AF72F6125D8DA372@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<VDY0P4YM9LR@zendesk.com> <VDY0P4YM9LR_674dfd358e583_4639582567d5_sprut@zendesk.com> <SL2P216MB2029A3BDE40641B1BFF189E3DA352@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <VDY0P4YM9LR_674f2b85a4809_3e395886597c_sprut@zendesk.com>
In-Reply-To	<VDY0P4YM9LR_674f2b85a4809_3e395886597c_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
x-ms-reactions	allow
Content-Type	text/html; charset="Windows-1252"
Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0