

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Flagged review - killfeed.co - Ticket #30557692
Date: Wed, 11 Dec 2024 01:13:35 +1100



Yara M (Trustpilot Content Integrity)

10 Dec 2024, 14:13 GMT

Hi,

Thanks for getting back to us and sharing your concerns. I hope you are having a good day.

I've looked at the review and found it doesn't contravene our guidelines for the reason it was reported, so I won't be taking any further action.

Kindly note that the flagged reviews are assessed on a case-by-case basis. We consider how the statement you've highlighted as problematic would be interpreted by the average reader, and when it comes to defamatory statements, we look at context over keywords. Most of the time, use of a single word or short phrase in an online review won't cross the threshold into being defamatory.

If you don't recognize the reviewer or don't think they've had a genuine experience with your company, please note that you need to request information via your business account. from the reviewer before we can attempt to verify their experience.

As soon as the reviewer replies, or if 3 days pass without a reply, a new flagging option will become available to you: "Not based on a genuine experience." You can flag the review for this reason.

Please let me know if you have any questions or need further assistance.

Warmest regards,

Yara M,
Content Integrity Team



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

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

Anthony Brodie

9 Dec 2024, 16:36 GMT

Nah they're blaming me of PayPal issues and using it talk shit

Yara M (Trustpilot Content Integrity)

9 Dec 2024, 13:28 GMT

Hi Anthony Brodie,

Thanks for your inquiry about the [review](#) by Karl Messer, which you flagged for being about a different business.

The decision

We've now read the review and found nothing to suggest it's for another business, so we won't be taking further action.

Please keep in mind that we don't remove a review just because it doesn't specifically mention your business, product, or service, or if it mentions another business, product, or service in a relevant context.

Engage with the reviewer

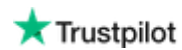
If you still think that the review wasn't meant for your business, here's what you can do:

- You can [reply to this review](#) and engage in an open conversation. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.
- You could [request information](#) from the reviewer to find out more about them and their experience with your business.
- Keep in mind that a reviewer with a genuine experience may not have bought anything. They could have made contact with your business in [another way](#).

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

Thanks,

Yara M,
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
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From	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To	Anthony Brodie <Brodies@REDACTED.email>
Subject	Flagged review - killfeed.co - Ticket #30557692
Thread-Topic	Flagged review - killfeed.co - Ticket #30557692
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Keywords	Purple category,Trustpilot
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X-Auto-Response-Suppress	All
X-MS-Exchange-Organization-Network-Message-Id	ed95b33b-f5c1-4144-91a3-08dd1924d6df
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