

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Why are you falsely advertising my business? - Ticket #30727397
Date: Tue, 17 Dec 2024 20:22:40 +1100

First of all, on the AI crap. It's a poor excuse for how you operate and putting it under my businesses name you are falsely telling people I use AI to reply to their reviews which whether you will acknowledge it or not, is seriously damaging to any business, telling customers they mean so little to your company that pre-scripted auto-response software (because it's not AI, AI is meant to think for itself, we still do not have that technology in existence) is more suited to replying to them is an insult, making them feel undervalued.

Do not ever put anything under my businesses name that will negatively affect its ability to operate without my explicit consent. Remove that crap about your knock off pattern recognition program from it that you have already used to negatively affect my business.

But on that note, I have tried to decline another of my websites be on Trust Pilot and I was outright denied and told that you never remove websites (even though you add them without our consent or knowledge) so now you're saying I can have my OTHER website removed?

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Tuesday, December 17, 2024 7:21:28 PM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Why are you falsely advertising my business? - Ticket #30727397



Muhammed H (Trustpilot Content Integrity)

17 Dec 2024, 08:21 GMT

Hello,

Thank you for reaching out to us and bringing this matter to our attention. I fully understand the importance of receiving this notification and appreciate the opportunity to address your concerns.

Please be advised that the notification you received is a feature that may be utilized in the future, but it is not mandatory. It is, in fact, an advertisement designed to inform you of potential services that may be of interest.

As you are aware, many services today are powered by AI, and our goal is to provide you with convenience. However, we want to assure you that you have the right to decline such

advertisements should you choose to do so.

Should you have any further questions or concerns, please do not hesitate to contact us.

Best regards,

Muhammed H,
Content Integrity Team



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

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

Anthony Brodie

16 Dec 2024, 09:44 GMT

****name**** (15/12/2024 22:59)

Why are you falsely advertising my business? I do not need nor want AI Assist. Nor do I want a lie advertised on your website about my business.

I will never pay for anything involving your services because your services are forced, you blackmail us all, forcing us to use your shit, so I won't pay for it. Now remove that bullshit from my profile about AI replies. Gronks,

Submitted from: <https://businessapp.b2b.trustpilot.com/company-settings/>

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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: Why are you falsely advertising my business? - Ticket #30727397
Thread-Topic	Why are you falsely advertising my business? - Ticket #30727397
Thread-Index	AQHbUFyuFmpzhQfZCkWuTRPD2U7NFbLqJn/F
Date	Tue, 17 Dec 2024 20:22:40 +1100
Message-ID	<SL2P216MB20290380D694FC00E906D591DA042@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<LD5EDWEZ39Y@zendesk.com> <LD5EDWEZ39Y_675ff69837e44_57395861647d_sprut@zendesk.com> <LD5EDWEZ39Y_676134885d980_56395824101b6_sprut@zendesk.com>
Keywords	Purple category
In-Reply-To	<LD5EDWEZ39Y_676134885d980_56395824101b6_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