

**From:** Soul Legion <Brodiess@REDACTED.email>  
**To:** Trustpilot Help <support+idV5WV2J-039KZ@trustpilot-help.zendesk.com>  
**Subject:** Re: Your request - -Problematic reviews - Ticket #32705219 - Ticket #32705219  
**Date:** Sat, 08 Mar 2025 21:52:18 +1100

Dear Megha S,

I am reaching out again regarding a review on my business profile that contains **false claims, personal attacks, and misleading information**, directly violating Trustpilot's **Personal Information and Harassment guidelines**.

#### Review in Question:

*"Worst Killfeed Bot going. If you want to use a bot where the owner cancels ur payments and speaks rude to you all the time, then this bot is for u. But the slow and lazy feeds that come to Discord take ages. I rate these 0/10. Owner's rude and picks and chooses who he wants on his bot."*

#### Why This Review Violates Trustpilot's Guidelines:

##### 1. Personal Information & Targeted Harassment

- The review is **not about the service itself** but a **direct attack on me personally** as the business owner.
- The reviewer repeatedly refers to "the owner" in an attempt to **damage my reputation rather than critique the business**.
- **Trustpilot's guidelines state that reviews should not be used to target individuals** or make defamatory statements about a person rather than their business.

##### 2. False & Misleading Claims

- The claim that I "cancel payments" is factually false—payments are handled automatically via third-party services like **PayPal and Ko-Fi**, meaning I cannot manually cancel a payment.
- The reviewer **never successfully made a payment**, which I have **documented evidence of**, so they **could not have used the service** they are reviewing.
- I provided **screenshots and proof** to the reviewer that their payment did not go through, yet they chose to **spread false information publicly** instead.

##### 3. Malicious Intent & Prior Harassment

- This individual **returned 6 months after their last interaction** solely to leave a defamatory review, despite never paying for the service.
- They have admitted in our **Discord that they left this review specifically to damage my reputation**, which proves **malicious intent** rather than genuine feedback.

#### Attempts to Resolve the Issue

- I have already reached out to the reviewer on Trustpilot to **clarify and correct the false claims**, but they have **not responded** or **edited their review** to remove the misinformation.
- I have **exhausted my ability to flag this review** under multiple categories, but each time it was denied without a proper review under "Personal Information."
- Since Trustpilot's system is limiting my ability to **submit a proper Personal Information report**, I am requesting **manual intervention** from your team.

## Request for Immediate Action

I kindly ask for this review to be **removed** under Trustpilot's Personal Information and Harassment policies, as it is:

- ✓ **A personal attack rather than a business review**
- ✓ **Factually false and misleading to consumers**
- ✓ **A targeted attempt to harm my business reputation**

I am happy to provide **all relevant proof, screenshots, and transaction records** to support my request.

Thank you for your time, and I appreciate your assistance in ensuring Trustpilot reviews comply with community standards.

**Best regards,**  
Anthony Brodie

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**From:** Trustpilot Help <support@trustpilot-help.zendesk.com>

**Sent:** Friday, March 7, 2025 2:14 AM

**To:** Anthony Brodie <legionkillfeed@outlook.com>

**Subject:** Your request - -Problematic reviews - Ticket #32705219 - Ticket #32705219



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**Megha S (Trustpilot Help)**

6 Mar 2025, 15:14 GMT

Hi,

Thank you for your response.

We conduct our investigations based on the specific flagging reason provided. If you believe the review violates our guidelines for any of the reasons you've mentioned, please proceed to flag the review using the most accurate reason. This will enable us to take the most appropriate action.

For more information on flagging reasons, please visit: [Trustpilot Flagging Guidelines](#).

Feel free to reach out if you need any further assistance.

Best regards,

**Megha S,**  
Content Integrity Team



We are rated **4.4** out of 5

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

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**Anthony Brodie**

4 Mar 2025, 16:52 GMT

I am submitting a report regarding a review on my business profile that contains **personal attacks, false claims, and defamatory language** directed at me as the owner. The review violates Trustpilot's guidelines under the **Personal Information** category, as it includes statements that misrepresent my actions and unfairly target me rather than providing a genuine customer experience.

### **Review in Question:**

*"Worst Killfeed Bot going. If you want to use a bot where the owner cancels ur payments and speaks rude to you all the time, then this bot is for u. But the slow and lazy feeds that come to Discord take ages. I rate these 0/10. Owner's rude and picks and chooses who he wants on his bot."*

### **Violations of Trustpilot Guidelines:**

#### **1. Personal Attacks & Defamation**

- The review is not a critique of the product or service but rather an attack on me personally.
- Statements like *"the owner cancels ur payments," "the owner is rude,"* and *"picks and chooses who he wants on his bot"* make direct, **unverified accusations** against me, which could mislead potential users.
- The review lacks any supporting evidence for these claims, making them **baseless, misleading, and defamatory** rather than constructive feedback.

#### **2. Misleading & False Claims**

- The claim that I "cancel payments" suggests intentional financial misconduct, which is **false and harmful** to my reputation. Payment handling is automated through third-party services, meaning I **do not manually cancel payments**.

- The assertion that the bot is "slow and lazy" is an opinion, which would be acceptable if it were backed by factual observations. However, it is used in conjunction with false claims to discredit my service unfairly.

### 3. Violation of Trustpilot's Personal Information Policy

- Trustpilot prohibits reviews that target individuals rather than businesses. This review **explicitly** refers to me as an individual, stating that I "speak rude to customers" and "pick and choose who can use the bot."
- This makes the review **about me personally rather than about the service itself**, which is against Trustpilot's guidelines.

## Request for Removal

Given that this review:

- ✓ **Directly attacks me instead of reviewing the service**
- ✓ **Contains misleading and false claims about my actions**
- ✓ **Violates Trustpilot's Personal Information policy**

I kindly request that Trustpilot **removes this review** from my business profile. I appreciate your time in reviewing this report and ensuring that all feedback on Trustpilot adheres to fair and transparent guidelines.

Thank you for your assistance.

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Email Headers (Raw)

|                                                |                                                                                                                                                   |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| X-Mozilla-Status                               | 0001                                                                                                                                              |
| X-Mozilla-Status2                              | 00000000                                                                                                                                          |
| From                                           | Soul Legion <Brodies@REDACTED.email>                                                                                                              |
| To                                             | Trustpilot Help <support+idV5WV2J-039KZ@trustpilot-help.zendesk.com>                                                                              |
| Subject                                        | Re: Your request - -Problematic reviews - Ticket #32705219 - Ticket #32705219                                                                     |
| Thread-Topic                                   | Your request - -Problematic reviews - Ticket #32705219 - Ticket #32705219                                                                         |
| Thread-Index                                   | AQHbjqpz7x0iCDuZ5EWCZi7Ko9Q/FLNpEVVz                                                                                                              |
| Date                                           | Sat, 08 Mar 2025 21:52:18 +1100                                                                                                                   |
| Message-ID                                     | <SL2P216MB2029880F848531847A13F765DAD42@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>                                                                   |
| References                                     | <V5WV2J039KZ@zendesk.com> <V5WV2J039KZ_67c72fca679a1_8c373c82797_sprut@zendesk.com><br><V5WV2J039KZ_67c9bbce224a6_7a373c2301d8_sprut@zendesk.com> |
| Keywords                                       | Purple category,Trustpilot                                                                                                                        |
| In-Reply-To                                    | <V5WV2J039KZ_67c9bbce224a6_7a373c2301d8_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="utf-8"                                                                                                                        |
| Content-Transfer-Encoding                      | base64                                                                                                                                            |
| MIME-Version                                   | 1.0                                                                                                                                               |