

Subject: Trustpilot is Actively Spreading Misinformation – Urgent Appeal

Dear Trustpilot Senior Content Integrity Team,

I am once again reaching out to formally appeal your decision regarding the **misleading and defamatory review** left by *Karl Messer* on my business profile.

Why Trustpilot is Actively Spreading Misinformation:

Even though Trustpilot claims to act against false and malicious reviews, your **"transparency" page actively undermines that process by still displaying details of flagged reviews, even if they contain misinformation.**

- **The review I flagged was provably false and misleading, yet it remains public knowledge through your transparency report.**
- **This defeats the purpose of removing harmful content, as it still spreads misinformation to users viewing my profile.**
- **Instead of actually protecting businesses from defamatory attacks, Trustpilot gives these reviews more visibility, further damaging my reputation.**



Review Violations Trustpilot Refuses to Address:

The review by *Karl Messer* contains:

- ✓ **False statements** about payment cancellations, which I do not have control over.
- ✓ **Personal attacks** targeting me instead of reviewing the service.
- ✓ **Malicious intent**, as the reviewer admitted elsewhere that they left this review to damage my business.

Despite this clear violation of your **Personal Information and Misleading Content** guidelines, Trustpilot refuses to act and **is now actively keeping flagged review information public to spread further misinformation.**

Formal Request for Immediate Action:

1. **Remove the review entirely, including any references to it on Trustpilot's transparency page.**
2. **Provide a direct response explaining how Trustpilot justifies keeping flagged review details publicly visible, even when they contain misinformation.**
3. **Escalate this case to a senior-level reviewer for immediate resolution.**

If Trustpilot **continues to refuse action**, I will have no choice but to escalate this further to legal counsel and consumer protection agencies for **failing to enforce your own guidelines** and actively enabling **defamation and reputation damage**.

I expect a response within **5 business days** regarding this formal appeal.

Best regards,
Anthony Brodie

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Monday, March 10, 2025 9:08 PM
To: Anthony Brodie <legionkillfeed@outlook.com>
Subject: [Trustpilot Content Integrity Team] - Flagged review - killfeed.co

Abhinav A (Trustpilot Content Integrity)

10 Mar 2025, 10:08 GMT

Hi Anthony Brodie,

Thanks for your inquiry about the [review](#) by Karl Messer, which you flagged for containing personal information.

The decision

We've now read the review and concluded that the words or phrases you've identified follow our [guidelines](#) for the reason you flagged them. Therefore, we'll keep the review online and won't be taking further action.

Keep in mind that it's OK for a reviewer to include their own personal information in the review if they wish. They're also allowed to name an employee if that employee has previously used their own name in a public reply to reviews, or provided their name as contact information on your profile page.

However, we don't allow reviewers to include any other sensitive or personal information, such as phone numbers, addresses, email addresses, and anything else that could be used to track, identify, contact or impersonate someone.

Tell your side of the story

You can always [reply to this review](#) to help win respect and credibility. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.

If you have any questions, please reply to this email.

Thanks,

Abhinav A,
Content Integrity Team

★ Trustpilot



We are rated **4.3** out of **5**

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

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Referenced Files

10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png	https://d1pgqke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png
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textZendesk.png	https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/textZendesk.png

Email Headers

Subject	Re: [Trustpilot Content Integrity Team] - Flagged review - killfeed.co
From	Soul Legion <legionkillfeed@outlook.com>
Date	Wed 12 Mar 2025, 5:50 AM
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Thread-Topic	[Trustpilot Content Integrity Team] - Flagged review - killfeed.co
Thread-Index	AQHbkaRTSwr7chmS0Emw/ul/1KMhwbNuSYkh
Message-ID	<SL2P216MB202985CFA3589EF2DDAA652FDAD12@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<G3WPV0V591L@zendesk.com> <G3WPV0V591L_67ceba047d750_80355c8344cb_sprut@zendesk.com>
In-Reply-To	<G3WPV0V591L_67ceba047d750_80355c8344cb_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	yes
X-MS-Exchange-Organization-SCL	-1
X-Message-Flag	Follow up
X-MS-Exchange-Organization-RecordReviewCfmType	0
Content-Type	multipart/related; boundary="_002_SL2P216MB202985CFA3589EF2DDAA652FDAD12SL2P216MB2029KORP_"; type="text/html"
MIME-Version	1.0