

From: Support <support@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]
Date: Tue, 01 Apr 2025 20:24:14 +1100

Hi,

Thanks for the follow up email and the screenshot.

This search function is done by alphabetical order. In this instance because the first two companies names start with the letter D whereas yours starts with "L".

If you have any follow-up questions, please remember that you're always welcome to get back in touch. You can reach me directly by simply replying to this email.

All the best,

Dan P.

Senior Technical Support Agent

See our reviews



Find answer

----- Original Message -----

From: Soul Legion [Brodies@REDACTED.email]
Sent: 01/04/2025 06:21
To: support@trustpilot.com
Subject: Re: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]

When searching for what my service offers, it shows them in a random order which gives the impression that my higher rated service isn't as good as a lower rated service.

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of Support <support@trustpilot.com>
Sent: Thursday, March 27, 2025 11:30 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]

Hi Anthony,

I hope you're well and thanks for reaching out to Trustpilot technical support.

I am not quite sure I understand what you mean. What list are you referring to?

All the best,

Dan P.

Senior Technical Support Agent

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Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Received	from SE2P216MB1850.KORP216.PROD.OUTLOOK.COM (2603:1096:101:fc::14) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Tue, 1 Apr 2025 09:24:19 +0000
Received	from AS4P191CA0030.EURP191.PROD.OUTLOOK.COM (2603:10a6:20b:5d9::16) by SE2P216MB1850.KORP216.PROD.OUTLOOK.COM (2603:1096:101:fc::14) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8583.39; Tue, 1 Apr 2025 09:24:17 +0000
Received	from AMS0EPF000001B5.eurprd05.prod.outlook.com (2603:10a6:20b:5d9:cafe::22) by AS4P191CA0030.outlook.office365.com (2603:10a6:20b:5d9::16) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8534.54 via Frontend Transport; Tue, 1 Apr 2025 09:24:14 +0000
Received	from smtp-03a62344408d461e8.core1.sfdc-cehfhs.mta.salesforce.com (16.170.38.184) by AMS0EPF000001B5.mail.protection.outlook.com (10.167.16.169) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8606.22 via Frontend Transport; Tue, 1 Apr 2025 09:24:14 +0000
Received	from [127.0.0.1] ([127.0.0.1:38072] helo=eas-4.eaas.emailinfra.svc.cluster.local) by mx1.core1.sfdc-cehfhs.mta.salesforce.com (envelope-from <support=trustpilot.com_8fgzhupydxg6m6pv@cufugwtpfklr.2-bu0peaw.swe54.bnc.salesforce.com>) (ecelerity 4.7.0.20111 r(msys-ecelerity:tags/4.7.0-ga^0)) with ESMTP id 3B/B0-00641-EB0BBE76; Tue, 01 Apr 2025 09:24:14 +0000
Received	from 127.0.0.1 (localhost. [127.0.0.1]) by eas-4 (EaaS) id <wmXIT000SU18SB00-jlx_ISPS3euSL_7vS54NQ@sfdc.net> for <"Brodiess@REDACTED.email" <Brodiess@REDACTED.email">> Tue, 1 Apr 2025 09:24:14 GMT (GMT)
From	Support <support@trustpilot.com>
To	"Brodiess@REDACTED.email" <Brodiess@REDACTED.email>
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Keywords	Purple category
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X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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