

From: Support <support@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]
Date: Fri, 04 Apr 2025 19:21:30 +1100

Hi,

I'm not 100% sure I understand what you mean but the reason others are showing lower within the search for killfeed is because their display names have it as their site e.g. killfeed.xyz. We also account for the domains country in the search results.

All the best,

Dan P.

Senior Technical Support Agent



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

From: Soul Legion [Brodies@REDACTED.email]
Sent: 01/04/2025 13:24
To: support@trustpilot.com
Subject: Re: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]

See that would be logical, if there wasn't a lower rated D below L and below F

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of Support <support@trustpilot.com>
Sent: Tuesday, April 1, 2025 8:24 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]

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



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----- 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 SE1P216MB1528.KORP216.PROD.OUTLOOK.COM (2603:1096:101:29::14) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Fri, 4 Apr 2025 08:21:33 +0000
Received	from AS4P190CA0033.EURP190.PROD.OUTLOOK.COM (2603:10a6:20b:5d1::13) by SE1P216MB1528.KORP216.PROD.OUTLOOK.COM (2603:1096:101:29::14) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8583.43; Fri, 4 Apr 2025 08:21:32 +0000
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Received	from smtp-080ada33b37661bd1.core1.sfdc-cehfh.s.mta.salesforce.com (16.170.118.144) by AM3PEPF0000A793.mail.protection.outlook.com (10.167.16.122) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8606.22 via Frontend Transport; Fri, 4 Apr 2025 08:21:30 +0000
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From	Support <support@trustpilot.com>
To	"Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject	Update on your request #00133145 [thread::m7e2ozjld1Sj7rz7KGCQgWA::]
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X-MS-TNEF-Correlator	
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