

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #34879453
Date: Thu, 29 May 2025 23:08:22 +1000

Hi Content Integrity Team,

Thank you for your response.

I'd like to formally request clarification on the process used to verify the legitimacy of the review left by *Trevor Gonzales*. You've stated that an investigation was conducted and that the review does not breach defamation guidelines. However, I'm struggling to understand how any verification was possible without confirming whether the reviewer had a genuine interaction with our service.

We've reviewed our internal records and can confirm that the name *Trevor Gonzales*, the email *trevgon10@gmail.com*, and the phone number *8047125798* do not appear anywhere in our system—no matching tickets, logs, messages, or support threads. If this individual truly engaged with us, there is no trace of it under any of the details provided in their review.

If Trustpilot reinstated this review based solely on automated analysis of language rather than verifying the reviewer had any legitimate interaction with our business, that raises serious concerns.

Under **Australian Consumer Law (ACL)**, specifically *Section 18 of the Competition and Consumer Act 2010*, businesses are protected from misleading and deceptive conduct, including the public spread of false statements that may cause harm. Furthermore, **defamation protections for Australian businesses** allow for legal recourse if a false review causes reputational or financial damage, particularly if the publisher has failed to perform adequate due diligence.

The content of this review describes behavior that is not reflected in any communication or logs on our end. The reviewer makes direct attacks against named staff and describes events we have no record of. This presents not just a credibility issue, but a potential legal liability for Trustpilot as the host platform if you knowingly allow demonstrably unverified and defamatory content to remain published.

Please confirm:

- Whether any actual verification of service use was performed,
- If the reviewer was asked to submit proof of interaction or transaction,
- Whether Trustpilot cross-referenced any of the contact details with our business records,
- If not, how can this be considered an "investigation"?

If these steps weren't taken, I ask that the review be removed or escalated for manual reassessment by a qualified member of your Content Integrity Team—not an automated decision from a system that disregards context and evidence.

Regards,
Anthony Brodie
Owner – Legion Killfeed
<https://killfeed.co>

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Sent: Thursday, May 29, 2025 8:37 PM

To: Anthony Brodie <Brodies@REDACTED.email>

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #34879453



Trustpilot System (Trustpilot Content Integrity)

29 May 2025, 11:37 BST

Hi Anthony Brodie,

Thanks for your inquiry about the review by Trevor Gonzales, which you flagged for containing defamatory content.

The assessment

When a review is flagged for this reason, we run it through our AI-powered defamation tool. This tool considers whether the content you've identified, in the context of the whole review, is likely to cause serious harm to someone's reputation or serious financial loss to a business.

Keep in mind that while you may consider the content to be negative, this is different from being defamatory.

The decision

In this case, we've assessed the review and determined that the content you've identified is not defamatory. Therefore, we've reinstated the review and won't be taking any further action.

Tell your side of the story

You can always [reply to this review](#) to address feedback and share your side of the story.

Replies appear alongside the review, giving readers the full picture from both perspectives. This builds credibility, shows empathy, and can turn critics into loyal customers.

If you have any questions, please let us know by replying to this email.

Thanks,

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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Trustpilot A/S

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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: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #34879453
Thread-Topic	[Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #34879453
Thread-Index	AQHb0IWqYR9yvJ6HT0WpUD4FWNQV5LPpkt+2
Date	Thu, 29 May 2025 23:08:22 +1000
Message-ID	<SL2P216MB2029862AD6862CC825E20055DA66A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<G0J4206X939@zendesk.com> <G0J4206X939_683838ded24e4_59355c2800169_sprut@zendesk.com>
In-Reply-To	<G0J4206X939_683838ded24e4_59355c2800169_sprut@zendesk.com>
Content-Language	en-US
X-MS-Has-Attach	
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
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Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0