

From: Soul Legion <Brodiess@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #36717487
Date: Sat, 02 Aug 2025 10:40:15 +1000

Thought for 10 seconds

Subject: Formal Appeal — Review by “Cunt” (Case ID: [insert])

Dear Trustpilot Content Integrity Team,

Your 2 August 2025 email states that the review by user **“Cunt”** has been reinstated. I respectfully request an urgent manual re-assessment because the review breaches multiple sections of Trustpilot’s own rules as well as UK defamation law.

1 • Obscenity (automatic removal required)

Trustpilot’s guidelines allow removal of reviews containing **“severe profanity”** or accounts that use it in a display name. A user account called **“Cunt”** is plainly obscene and violates your **Obscenity** standard for “offensive language” [Trustpilot Help Center](#).

2 • No genuine experience

We have:

- zero Discord joins, tickets, payments, or PayPal transactions for this person;
- no matching email, username, or IP address in any system logs.

The reviewer therefore had **no consumer relationship** with Legion Killfeed. Trustpilot policy allows removal of reviews “not based on a genuine experience” [Defamation Defenders](#).

3 • False factual allegations = defamation

The review states we “rob people for their money.” That is demonstrably false: 100 % of chargebacks against Legion Killfeed have been rejected. False statements causing financial loss are defamatory under both Trustpilot policy and the Defamation Act 2013 [Trustpilot](#).

4 • Co-ordinated smear campaign

Screenshots show the same individual recruiting others on Facebook to post identical negative reviews—evidence already supplied to Thames Valley Police (Ref 43250388789). This is deliberate reputation sabotage, not consumer feedback.

5 • Material harm

Since the review appeared, new sign-ups have fallen 7 % and prospective customers have cited the post as the reason. Serious financial impact is already measurable.

Requested action

1. Permanently remove the review for obscene display name, lack of genuine experience, and defamation.
2. Escalate to a senior human moderator, per Trustpilot procedure when automated decisions are challenged with documentary proof.

All supporting evidence (transaction logs, Discord audit logs, Facebook screenshots, police reference) can be uploaded immediately upon request.

Thank you for your prompt attention.

Sincerely,

Anthony Brodie
Owner & Developer — Legion Killfeed

Serious, this shit doesn't get removed, I'll sue.

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

Sent: Saturday, August 2, 2025 10:36 AM

To: Anthony Brodie <Brodies@REDACTED.email>

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #36717487



Trustpilot

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 01:36 BST

Hi Anthony Brodie,

Thanks for your inquiry about the review by Cunt, 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 #36717487
Thread-Topic	[Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #36717487
Thread-Index	AQHcA0WHyeT6rTe3vU2xk7F3VCYWsrROhRix
X-MS-Exchange-MessageSentRepresentingType	1
Date	Sat, 02 Aug 2025 10:40:15 +1000
Message-ID	<SL2P216MB202934132D394430506B424CDA21A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<43RJP4K9N7Y@zendesk.com> <43RJP4K9N7Y_688d5d9b19341_d215a01924dc_sprut@zendesk.com>
In-Reply-To	<43RJP4K9N7Y_688d5d9b19341_d215a01924dc_sprut@zendesk.com>
Content-Language	en-US
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X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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