

Complaint Letter to Trustpilot Legal – Demand for Removal of Defamatory Fake Reviews

Date: 4 August 2025

To: Trustpilot Legal Team

From: Anthony Brodie, Owner – **Legion Killfeed** (Sydney, Australia)

Contact Email: legionkillfeed@outlook.com

Re: Demand for Permanent Removal of Defamatory Reviews and Account Suspension –
Ongoing Coordinated Harassment Campaign against *Legion Killfeed*

Dear Trustpilot Legal Team,

I am writing to file a **formal complaint and demand notice** regarding several **defamatory and malicious reviews** posted on Trustpilot's platform about my business, **Legion Killfeed**. These reviews are **false, harassing, and violate Trustpilot's Terms of Use and Guidelines**. Moreover, they are not isolated incidents of customer dissatisfaction, but part of a coordinated harassment campaign orchestrated by a group of individuals across multiple platforms (originating on Facebook and spilling over onto Trustpilot). The reviews in question were posted around late July 2025 by accounts apparently created solely to defame my business, using obscene language and outright lies. They have caused significant damage to my business's reputation and bottom line, as well as personal distress. I have previously **reported/flagged these reviews through Trustpilot's normal channels**, yet at least some of them remained online at the time of this writing, and no comprehensive action has been taken against the perpetrators. I am therefore escalating this issue to Trustpilot's Legal Department. This letter serves as **official notice** of the unlawful and policy-violating nature of the content, and a **demand for its permanent removal**, the **suspension of the users involved**, and a formal acknowledgment from Trustpilot of its responsibility to address this matter given prior notice and inaction.

Background: Coordinated Attack via False Reviews

By way of background, I am the owner of *Legion Killfeed*, a software service in the gaming community. In late July 2025, my business became the target of a deliberate smear campaign. The campaign was initially organized on Facebook by a group of individuals (some of whom are former users or competitors of mine) and then extended to other platforms, including Trustpilot. On **29–31 July 2025**, several **Trustpilot user accounts** (likely pseudonymous or newly created) posted extremely defamatory "reviews" of Legion Killfeed. These reviews are not genuine customer feedback – they were **posted maliciously as part of this harassment campaign**. The accounts and reviews I have identified include:

- **User "Cunt"** – *This account's very username is a vulgar obscenity*. The review posted by "Cunt" contained crude language and false allegations about my service (e.g., implying

our business “steals” from customers). The use of an epithet as a username is itself a glaring violation of Trustpilot’s rules[56]. The content of the review was nothing but an insult-ridden smear, clearly not based on any actual service experience.

- **User “WARZONE”** – This account posted a similarly hostile review, filled with inflammatory claims. It accused Legion Killfeed of unethical behavior that is entirely fabricated. The tone was aggressively harassing rather than providing any factual critique. We have no record of any customer by the name “Warzone,” strongly suggesting this profile was created only to post a fake review.
- **User “Danny Hayes”** – This review was posted under the name of **Danny Hayes**, who in fact is a known individual leading the harassment campaign (he operates a rival service in the UK). In his Trustpilot review, Mr. Hayes leveled false accusations that mirror those he made on Facebook – for example, claiming that we “take people’s money and then block them” or calling our business a scam[35]. Mr. Hayes is **not** a genuine customer; he is a competitor with a motive to defame. Trustpilot’s guidelines explicitly forbid reviews by persons with a **conflict of interest** (including competitors)[57][58], so his review should never have been allowed. His actions here represent a willful misuse of your platform to harm a competitor’s reputation.
- **User “Brett Jones”** – A review was also posted in the name **Brett Jones** (also known by alias “MrTechN9ne”). Mr. Jones is a former affiliate of Legion Killfeed who was removed from our community for misconduct; he has since joined the harassment mob out of apparent revenge. If Mr. Jones indeed posted a Trustpilot review, it would have contained highly defamatory claims (he has elsewhere falsely accused me of heinous things like being a “pedophile,” purely to malign me[12][13]). Even if he did not use that specific slur on Trustpilot, any review from him would be inherently suspect and malicious. We believe any content from this individual on Trustpilot would violate numerous rules, given his documented history of spreading lies about us in other forums. *(Note: It’s possible Mr. Jones may have contributed to the “WARZONE” or “Cunt” accounts or comments, if he did not post under his own name. Regardless, he is part of the collusive effort.)*

Each of these “reviews” is **indisputably fake and defamatory**. None of the named users had a bona fide customer experience with Legion Killfeed warranting a review. Indeed, the **coordinated timing and content** of the reviews make it abundantly clear that this was a planned **brigade attack**. The language used across them is strikingly similar to the rhetoric in the Facebook harassment thread (e.g., accusations of scamming, personal insults), indicating that the reviewers were acting in concert rather than independently. We have **evidence logs and screenshots** (attached in an evidence bundle) linking these Trustpilot accounts to the same group orchestrating harassment on Facebook and Discord. For instance, Mr. Hayes openly boasted in a Facebook comment that he left a “bad review” on Trustpilot as part of his campaign[4]. In short, the Trustpilot reviews were essentially a **weapon** employed by these

individuals to lend false credibility to their defamatory claims and to maximize the visibility of their attack via your platform.

Ongoing Harm: These fake reviews have had a tangible negative impact. Being a small business, Legion Killfeed is heavily reliant on its online reputation. The sudden influx of 1-star reviews with outrageous allegations has caused our Trustpilot **TrustScore** to drop, which can deter potential customers. We've had prospective clients question us or walk away, citing "things they heard online." This demonstrates the exact "**serious harm**" that defamatory reviews are meant to cause – lost business and damaged credibility[35]. Moreover, seeing such vile lies (like insinuations of criminal conduct) on a public review site has been extremely distressing on a personal level. It is agonizing to have my hard-earned business slandered on a forum that is supposed to be about honest customer feedback. Every minute those reviews remain live, they inflict further harm by misleading readers and undermining the trust in our service.

Violations of Trustpilot's Terms of Use and Guidelines

The content and conduct described above **flagrantly violate Trustpilot's own Terms and Guidelines for reviewers**. Trustpilot has established clear rules that prohibit exactly what these individuals have done. I draw your attention to several relevant provisions:

- **Obscenity and Profanity:** Trustpilot's guidelines forbid the use of "**severe profanity**" or **obscene content** in reviews or usernames[59][60]. The account name "**Cunt**" is a blatant example of disallowed content – it is a misogynistic slur and one of the most offensive words in English. It is hard to imagine a more obvious breach of the **obsenity** rule. Allowing that username and its associated review to appear publicly is in direct conflict with Trustpilot's commitment to a respectful community[59]. Your own Terms of Use state that usernames must not contain "*anything harmful, hateful, discriminatory, defamatory, obscene or illegal*"[56]. "**Cunt**" clearly ticks at least two of those boxes (obscene and hateful). This alone warrants that the profile be removed and its review deleted immediately.
- **Defamation and Harmful Content:** Trustpilot explicitly disallows **defamatory statements** in reviews and provides that businesses can report reviews for defamation[61]. A defamatory statement is defined as a false statement about a person or business that harms their reputation and causes financial loss[61]. The reviews in question squarely meet this definition: they make false allegations of fraud and misconduct that are causing serious reputational and financial harm to my business. I, as the business owner, have indeed reported these reviews through the dashboard for containing harmful, false content (and I appreciate that one or two of them might have been taken down after the initial flagging – more on that later). However, at least one **defamatory review remained live** despite my report, meaning Trustpilot had notice yet continued to publish content that by its own definition is defamatory and prohibited[62]. This is unacceptable. Trustpilot's policy is to **remove harmful or illegal**

content when aware of it[63] – I am making it abundantly clear that the content from these users is both harmful *and* unlawful. It must be removed without further delay.

- **Fake and Non-Genuine Reviews:** Trustpilot's Terms of Use and guidelines strictly prohibit "**fake reviews**" – reviews that do not reflect a genuine service experience or that are posted to maliciously manipulate a company's reputation[64][65]. In fact, Trustpilot acknowledges that "*Fake reviews undermine trust and are illegal. We do not tolerate them on our platform. Do not write or ask or encourage people to write fake reviews.*"[65]. The reviews we are dealing with are the epitome of fake reviews. They were not written by real customers sharing real experiences; they were written by antagonists with an agenda, some of whom never used my service at all (and one of whom competes with me). This violates the core principle that **reviews must be based on recent, genuine experiences**[66][65]. Moreover, there is evidence of **coordination** – Mr. Hayes literally *encouraged others to leave bad reviews* as part of a group effort[4], which means these reviews were "**procured**" through incitement rather than organically posted. Trustpilot's Terms state "*You must not write, submit or be involved in the procurement of fake reviews...reviews that don't reflect a genuine service or buying experience...or that negatively target a particular business*"[64]. All of those criteria apply here. The malicious reviews were **coordinated negative targeting** devoid of any genuine transaction. By Trustpilot's own rules, they should be removed and the users involved should face consequences.
- **Harassment and Malicious Intent:** Trustpilot's guidelines encourage reviewers to be respectful and **not to threaten or harass businesses**[67]. In fact, Trustpilot explicitly notes that users who misuse the platform by repeatedly posting harmful reviews or **threatening businesses** will face action including suspension of their accounts[67]. The content these individuals posted is absolutely a form of harassment – the use of slurs, the campaign to "take down" my business, and the coordination to inflict damage all amount to malicious misuse of the platform. This goes far beyond a customer voicing dissatisfaction; it is an orchestrated attack aiming to sabotage a business's reputation. Trustpilot says it "*doesn't allow users to misuse our platform*" and will **take action** (such as blocking or suspending accounts) in such cases[67]. I expect Trustpilot to uphold this policy by removing or banning the accounts "Cunt," "WARZONE," "Danny Hayes," and any others involved. These accounts have demonstrated bad faith and abuse of the platform's purpose.
- **Trustpilot Content Integrity & Consumer Trust:** By leaving these reviews up (even for a period), Trustpilot also compromises its own integrity. One of the reviews features an obscene term as a username, which **diminishes the credibility** of the platform as a place for serious feedback[68]. It reflects poorly on Trustpilot that such flagrantly violative content was visible. Trustpilot's guidelines indicate that content which is clearly in breach (e.g. containing profanity or defamatory claims) should be swiftly moderated[63][61]. The fact that I had to escalate this to legal suggests a lapse in the

normal moderation process. I urge you to correct this and ensure better vigilance to maintain the trustworthiness of reviews on your site.

In summary, these reviews **breach multiple Trustpilot rules**: they are **obscene, defamatory, fake, and posted with malicious intent**. They should have been disallowed from the start. Trustpilot has removed millions of fake reviews in recent years as part of its commitment to content integrity, and these should undoubtedly be among those removed[\[69\]](#).

Legal Implications (UK, AU, US, Canada) – Defamation, Harassment, False Review Liability

Beyond violating your platform policies, the reviews and the surrounding circumstances raise serious **legal issues** in several jurisdictions. I want to emphasize that continuing to host or ignoring obviously defamatory content **after receiving notice** can expose Trustpilot itself to legal liability in certain jurisdictions, in addition to the direct liability of the individuals who wrote the reviews. Consider the following legal context:

- **United Kingdom:** The UK is a key jurisdiction here for two reasons: Trustpilot has a substantial user base and corporate presence in the UK, and one of the main perpetrators (Danny Hayes) is UK-based (the harassment was partly anchored in the UK, and I have filed a police report in the UK). Under the UK's **Defamation Act 2013**, the statements in these reviews are clearly defamatory – they make false factual claims that have caused “*serious harm*” to my reputation and *serious financial loss* to my business (which is the threshold for a business to sue)[\[35\]](#). Allegations that we scam customers or engage in fraudulent behavior are unequivocally defamatory. Each individual who posted such a review could be sued for libel in UK courts. Importantly for Trustpilot, Section 5 of the Defamation Act 2013 provides a special **defense for website operators**: essentially, a site like Trustpilot is protected from defamation liability if it was not the one posting the content **and** if it complies with certain requirements upon notification of a complaint[\[51\]](#). Those requirements include promptly removing the defamatory material if the author is anonymous or not readily reachable[\[51\]](#). I am formally notifying you of the defamatory content – effectively giving a “**Notice of Complaint**” as contemplated by the Act. If Trustpilot fails to remove the defamatory reviews (or follow the specified procedure), it risks forfeiting the Section 5 defense and could be held **liable as a publisher** of the defamation[\[51\]](#). In other words, now that you have been made aware and given clear evidence, a UK court could deem Trustpilot responsible for the continued presence of these false reviews. I’m sure your legal team is aware of this provision; notably, the law was designed to **incentivize platforms to act responsibly on notice**, which I trust you will do. Additionally, the content of the reviews (particularly the obscene one) might violate UK laws on **malicious communications or harassment** if considered part of a campaign (e.g., the Protection from Harassment Act 1997 could be invoked if a pattern is shown[\[32\]](#)). While enforcement of those is typically aimed at the individuals, it underscores the severity of what is happening. Lastly, if any of the perpetrators are in the UK, they could face criminal liability for things like encouraging

fraud (Mr. Hayes's incitement of false refund claims could be seen as an offence under the Fraud Act or Serious Crime Act)[\[37\]](#), though again that's for the individuals. The bottom line for UK law: the reviews are plainly defamatory, and Trustpilot has a legal duty to address them when alerted.

- **Australia:** I am based in Australia, and the defamatory content is accessible here as well (Trustpilot has an Australian domain and presumably many Australian users). Australian defamation law is plaintiff-friendly and does **not** provide internet platforms broad immunity once they are involved in publishing defamatory material. In fact, Australia's courts have been willing to treat even Facebook page owners as "publishers" of third-party comments (see *Fairfax v. Voller*, High Court 2021) when they have the ability to moderate or remove content[\[55\]](#). By analogy, Trustpilot, which curates and publishes user reviews, could be considered a publisher of defamatory reviews once you know about them and leave them up. Australian law would consider whether Trustpilot, by failing to remove the known defamatory reviews, is **participating in the publication** of that defamation. Given that Legion Killfeed is a small business (eligible to sue for defamation in Australia) and the statements accuse us of serious wrongdoing, we would have a strong defamation case. There are virtually no defenses available for these reviewers (they cannot claim truth or honest opinion credibly). If I were to sue in Australia, I might include Trustpilot as a defendant for publishing the material after notice. Moreover, Australia has a **Criminal Code provision (Section 474.17)** that makes online harassment (using a carriage service to menace/harass) a criminal offence[\[26\]](#) – the content and coordinated posting of it likely violate that. While Trustpilot wouldn't be criminally charged for user reviews, the existence of that offence highlights that the content is recognized as harmful at the highest levels (criminal law). Additionally, Australia's **eSafety Commissioner** under the Online Safety Act can issue take-down notices for "adult cyber-abuse." A sustained campaign of malicious false reviews could arguably fall in that category, and I am prepared to approach eSafety if needed, as mentioned. In short, under Australian law, Trustpilot should act **expeditiously** once defamation is reported, or it **risks legal action** and regulatory scrutiny. There is no Section 230 in Australia – being an international platform is not a shield if harm is occurring in our jurisdiction[\[50\]](#).
- **United States:** I recognize that Trustpilot, Inc. is a company with significant operations in the U.S., and U.S. law (specifically Section 230 of the Communications Decency Act) generally gives platforms immunity from civil liability for user content[\[70\]](#). Trustpilot might be inclined to cite Section 230 as a reason it cannot be held liable for these reviews in an American court. While that is true in a broad sense for defamation, I want to point out a couple of things: First, Section 230 does **not** protect the *users* who wrote the reviews – I can and will pursue those individuals for defamation in any jurisdiction I can. Second, Section 230 does not prevent Trustpilot from taking voluntary action to remove content that violates its policies or is unlawful; indeed, it encourages

moderation by protecting platforms when they remove problematic content. Third, Section 230 has limits – it doesn't apply to federal criminal law, so any coordination to write fake reviews (which could be seen as a form of fraud or harassment) could theoretically draw interest from agencies like the FTC (which has been known to go after organized fake review schemes). There are also evolving standards in some states that impose liability for **knowingly distributing defamatory material** outside of Section 230's scope, though admittedly these are in flux. My reason in raising U.S. law is not to suggest Trustpilot is currently violating U.S. law by hosting these reviews (Section 230 likely insulates you in U.S. civil court); rather, it is to say that **relying solely on Section 230 will not solve the problem**. The content is still defamatory and causing harm globally. Also, Trustpilot operates internationally, so hiding behind U.S. law while ignoring other jurisdictions' laws is not a sustainable or good-faith approach. In any event, I am prepared to cooperate with U.S. legal processes if any of the perpetrators are under U.S. jurisdiction (for example, if Mr. Jones is in the U.S., I could seek to sue him there or involve U.S. law enforcement for the harassment aspect under federal cyberstalking laws).

- **Canada:** It's possible that one or more of the perpetrators (or part of the impact) is linked to Canada (one participant, Dan Ahern or Zeus Lozano, might be Canadian). Canada, like the UK and Australia, has no equivalent to Section 230^[50] and holds publishers of defamation accountable. Canadian defamation law would view the false reviews as clearly defamatory, and there is no actual malice standard shielding the defendants (since I'm not a public figure in Canada, and even if I were, these statements were made with actual malice anyway). Additionally, Canada's Criminal Code, as mentioned, has provisions on **criminal defamatory libel** (punishable by up to 5 years in prison for publishing known false defamatory material)^[48]. That underscores how seriously Canadian law treats knowingly false accusations like the ones in these reviews. If any significant portion of this campaign touched Canada, those laws could theoretically come into play. As for Trustpilot's exposure: if the reviews are accessible in Canada (which they are, since the web is borderless), and Trustpilot has been notified they are defamatory, a Canadian court could consider Trustpilot a publisher after notice, similar to the UK/Aus approach. At the very least, the multi-jurisdictional nature of this situation means I have options to pursue relief in forums outside the U.S. In **every jurisdiction outside the U.S. mentioned here, the law is more favorable to the defamed party (me) and imposes obligations on intermediaries** once they are notified of defamation.

To summarize the legal angle: **these reviews are defamatory, unlawful, and part of a harassment effort**. The individuals who posted them are fully liable for defamation, and I will be seeking remedies against them. Now that Trustpilot has been **explicitly informed** of the falsity and tortious nature of this content (and indeed was already informed via my initial flags), Trustpilot is at a crossroads – either act responsibly and remove the content (and thereby

largely immunize itself), or potentially face being implicated in the defamation by continuing to publish it. I urge you to choose the former. Trustpilot holds itself out as a platform of **honest reviews**; allowing known lies to stay up not only hurts me, but undermines public confidence in Trustpilot's reliability. Moreover, I must note that Trustpilot's **Terms of Use** likely give you broad rights to remove content at your discretion when it violates your standards or the law. Any fear that removing these reviews would somehow impinge on the reviewers' rights is unfounded – these users forfeited any good-faith standing by violating the rules and posting unlawful content. In fact, by not acting sooner, Trustpilot could arguably be seen as providing these bad actors a megaphone.

Demands: Actions Required from Trustpilot

In light of the above, I hereby **demand** that Trustpilot take the following actions **immediately** and confirm to me once completed:

1. **Permanent Removal of the Defamatory Reviews:** Delete (or permanently suppress) **all reviews identified as part of this malicious campaign** against Legion Killfeed. This includes, at minimum, the reviews posted by users "Cunt," "WARZONE," "Danny Hayes," and "Brett Jones" (if one exists under his name), along with any other review that your investigation determines to be part of this coordinated harassment (for example, if there are additional fake accounts or copycat posts). These reviews should be removed **in their entirety** from the Legion Killfeed profile so that no other consumers can see them. It is not sufficient to "mask" or "merge" them; they need to be expunged and not count toward our rating. I have already seen at least one review disappear (indicating that Trustpilot may have removed or merged it after our flagging [\[71\]](#)), but as of my last check, at least one defamatory review remained live. I insist that **all** offending reviews be taken down. I also request that these reviews not be allowed to resurface (sometimes removed reviews reappear if the user edits them and they get unhidden – please ensure these particular entries do not reappear under any circumstance, unless of course a legitimate customer by coincidence wrote something, which is not the case here).
2. **Suspend or Ban the Offending User Accounts:** Take appropriate enforcement action against the **accounts that posted these reviews**. By Trustpilot's own policies, users who engage in abuse – such as **posting fake, harmful reviews or threatening businesses** – can have their accounts suspended or terminated [\[67\]](#). In this case, the accounts in question were created or used with clear malintent, violating multiple guidelines. I urge you to **suspend these users from the Trustpilot platform** to prevent them from simply posting new fake reviews or attacking other businesses. At the very least, flag them internally as prohibited from reviewing my business again. Given that one of them is literally named after a profanity, allowing that account to persist would be unconscionable. Taking this action will also send a message of deterrence to these individuals. (It has come to my attention that at least one of these accounts may have

already been removed by Trustpilot's Content Integrity team after flagging – for example, the drop in our review count from 52 to 48 suggests some deletions^[71]. If "Cunt" or others were already removed, I appreciate that and ask for confirmation. Any remaining active accounts from this group should now be dealt with.)

3. **Formal Acknowledgment of the Issue and Trustpilot's Responsibility:** I request that Trustpilot provide a written acknowledgment that these reviews violated your policies and that Trustpilot recognizes its obligations after being notified. In particular, I would like Trustpilot to confirm that it had received my earlier reports through the flagging system and that it is now treating this matter with due seriousness. Given that I had to escalate to this point, an acknowledgment is important for my records. Moreover, I seek confirmation that Trustpilot understands that **by being put on notice of defamatory content and not acting promptly, it could be assuming liability for continued publication**^[72]. In plainer terms, I want Trustpilot to affirm that it will not hide behind procedural delays or excuses, but will own the issue and resolve it. This acknowledgment could be as simple as an email stating: "We have reviewed your complaint, identified the reviews as violations, removed them, and will ensure our platform is not used for such malicious activities. We recognize the prior notice given and will strive to act expeditiously in such cases in line with our terms and applicable law." The reason I ask for this is twofold: (a) to have a clear record that Trustpilot has been made aware of the defamatory nature of the content (for legal purposes, if needed), and (b) to encourage Trustpilot to reflect on improving its response to flagged defamatory reviews, thereby preventing future issues for others as well.
4. **Preservation of Evidence and Cooperation:** (This is more of a request related to next steps.) Please **preserve all relevant records and data** about these reviews and the users who posted them. This includes account information, IP logs, timestamps, content of the reviews (in case they are needed in a court proceeding as evidence), and any internal communication or flag history regarding them. Given that I have involved police in the UK (as noted, Thames Valley Police case #43250388789) and may involve other authorities, it is important that evidence not be deleted beyond retrieval. I also ask that Trustpilot be prepared to **confirm the falsity** of these reviews if asked (for example, confirming that no verification of purchase or use could be provided by the reviewers, or that they did not respond to requests for info, etc., assuming you went through that process). Essentially, I request Trustpilot's cooperation in any investigation or legal action against the perpetrators. By promptly removing the content and cooperating, Trustpilot positions itself as an ally in fighting online defamation, rather than a potential co-defendant.

I trust that these requests align with Trustpilot's own mission to be a platform of genuine feedback. Removing patently violative content and sanctioning those who abuse the system is in the interest of both my company and Trustpilot as a business. I would also like to highlight that this incident might warrant an internal review within Trustpilot's content integrity team: how

did such obvious violations (e.g. an account named “Cunt” with a hateful review) slip through or stay up even after flagging? I understand Trustpilot deals with huge volumes of content and uses automated systems, but this case is a stark example that perhaps warrants a bolster in the moderation processes. I hope Trustpilot will take this feedback constructively, and I’m happy to provide any further information needed to help identify malicious reviews in the future.

Consequences of Non-Compliance and Future Steps

I hope and expect that Trustpilot will resolve this matter swiftly and satisfactorily. However, I must state for the record: if **Trustpilot fails to remove the defamatory content and suspend the offending accounts promptly**, or if I receive no meaningful response to this letter, I will have to consider further action:

- **Legal Action:** I will explore legal remedies against Trustpilot itself. This could include initiating a defamation lawsuit in a jurisdiction like the UK or Australia, where, as discussed, Trustpilot does not enjoy absolute immunity and can be held liable for publishing defamation post-notice[\[51\]\[52\]](#). I would prefer to avoid litigation, but I am fully prepared to protect my business and reputation by all necessary means. Please note that the damages for defamation can be substantial when reputational harm and business losses are demonstrated (and here the malice is evident, which could aggravate damages). I’d also seek injunctive relief if needed to force removal of the content, which would only increase costs on all sides.
- **Regulatory and Law Enforcement Notification:** If my issue is not addressed, I will report Trustpilot’s inaction to relevant regulatory bodies. In the UK, I will inform the **Information Commissioner’s Office (ICO)** and/or the **Competition and Markets Authority (CMA)**, which has taken an interest in online review fairness. The CMA has guidelines and has intervened regarding fake reviews on platforms in the past. In the EU (where Trustpilot also operates), the new **Digital Services Act (DSA)** imposes obligations on platforms to act swiftly on illegal content – failure to do so can result in significant fines. While Trustpilot might not be designated a Very Large Online Platform, it is still bound by the DSA’s general duties because it operates in the EU. Under the DSA, once illegal content (like defamatory content) is notified, the platform must remove it expeditiously. I will not hesitate to escalate to those channels if needed. I will also keep my contacts at **Thames Valley Police** updated; they may coordinate with other agencies if the harassment persists, and that could involve formal requests to Trustpilot for information or action.
- **Public Disclosure:** While I have no desire for a public feud, if Trustpilot were to ignore a legitimate complaint of this nature, it would force me to consider warning others (business community, perhaps via social media or business forums) about the lack of response. Trustpilot’s entire model is built on trust – ignoring clear abuse undermines

that trust. I believe it's in everyone's best interest that we avoid this route by simply doing the right thing now.

Let me reiterate: **my goal is simply to have the false and harmful content removed and to ensure those who misused your platform are dealt with.** I am a small business owner trying to protect my livelihood from a malicious campaign. I have provided ample evidence and justification above. I am not seeking any monetary compensation from Trustpilot at this stage (my focus is on the perpetrators and stopping the harm), and I appreciate Trustpilot as a platform when it functions correctly. I only ask that you enforce your own rules and uphold basic standards of truthfulness and decency by removing content that plainly has no place on an honest review site.

Conclusion

In closing, I respectfully ask for **written confirmation** once you have taken these actions. Please outline which reviews were removed and what account actions were taken, and provide the acknowledgment requested. I would appreciate a response within the next **7 days** confirming that the content is down and addressing the points above. Given the urgency – every day that the defamatory review(s) remain can cause new damage – sooner is of course welcome.

Thank you for your prompt attention to this matter. By acting decisively, Trustpilot will not only help remedy the injustice done to Legion Killfeed, but also demonstrate its commitment to maintaining a fair and safe platform for all users. I look forward to your response and the resolution of this issue.

Sincerely,

Anthony Brodie

Owner – Legion Killfeed

Email: legionkillfeed@outlook.com

Sydney, NSW, Australia

[\[1\]](#) [\[2\]](#) [\[3\]](#) [\[4\]](#) [\[5\]](#) [\[6\]](#) [\[7\]](#) [\[8\]](#) [\[9\]](#) [\[10\]](#) [\[11\]](#) [\[12\]](#) [\[13\]](#) [\[14\]](#) [\[15\]](#) [\[19\]](#) [\[20\]](#) [\[22\]](#) [\[23\]](#) [\[24\]](#) [\[25\]](#) [\[26\]](#) [\[27\]](#)
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[\[49\]](#) [\[52\]](#) [\[53\]](#) [\[54\]](#) [\[55\]](#) [\[68\]](#) [\[71\]](#) [\[72\]](#) [\[16\]](#) [\[17\]](#)

Bullying and Harassment | Transparency Center

<https://transparency.meta.com/policies/community-standards/bullying-harassment/>

[\[18\]](#) Coordinating Harm and Promoting Crime | Transparency Center

<https://transparency.meta.com/policies/community-standards/coordinating-harm-promoting-crime/>

[\[21\]](#) Fraud, Scams, and Deceptive Practices | Transparency Center

<https://transparency.meta.com/policies/community-standards/fraud-scams>

[50] [70] Online Defamation Laws: U.S. vs. Canada | Sternberg Law Firm

<https://www.thedefamationattorney.com/blog/2023/12/online-defamation-laws-u-s-vs-canada/>

[51] When bad reviews get worse: online review sites and the Defamation Act 2013

<https://www.gosschalks.co.uk/blog/2023/09/19/when-bad-reviews-get-worse-online-review-sites-and-the-defamation-act-2013>

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<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>

[69] Trustpilot tackles false reviews with AI - TechInformed

<https://techinformed.com/trustpilot-tackles-review-bombing-with-ai/>