

**From:** Soul Legion <Brodies@REDACTED.email>  
**To:** Support <support@trustpilot.com>  
**Subject:** Re: We've received your request #00239391 thread::TVFgkhIEcaqUeflXAxuGzmA::  
**Date:** Wed, 06 Aug 2025 15:36:31 +1000

### **ADDITIONAL NOTE – Unfair and Anti-Competitive Policy Breach**

I also draw your legal department's attention to Trustpilot's public "transparency" disclaimer, which states:

"Some reviews on our profile page may mistakenly be written about other companies. To ensure our profile reflects only genuine experiences with Trustpilot, we flag reviews that aren't about us—whether they're positive or negative. Reviewers can then move their review to the correct company's profile or edit it to reflect their experience with Trustpilot. If they do neither, their review will be removed."

This option is not available to other businesses on your platform. You do not allow *us* to flag and remove reviews wrongly posted on our profile — including reviews written about competitors, or by individuals who clearly confuse services. In fact, when I reported this exact issue (with documented proof of malicious intent and mistaken identity), your team not only failed to remove the content, but reaffirmed its "compliance with guidelines."

This double standard grants Trustpilot *editorial privilege* over its own reputation while denying the same basic protections to listed businesses. It is fundamentally anti-competitive and creates an unlevel playing field in direct breach of the UK's Competition Act 1998 and Australia's Competition and Consumer Act 2010. It also undermines the legal standing of Trustpilot as a neutral platform under intermediary protections. You cannot be a publisher when challenged, and a platform when it suits you.

Your own policy states you remove reviews "not about you." We have proven—with timestamps, screenshots, and lack of transaction data—that these defamatory reviews were not about us. You refused to act.

I formally demand equal treatment: reviews that are provably not about my business must be removed just as they would be if they had been misdirected to *your* profile.

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**From:** noreply@salesforce.com <noreply@salesforce.com> on behalf of Support <support@trustpilot.com>  
**Sent:** Wednesday, August 6, 2025 10:29 AM  
**To:** Brodies@REDACTED.email <Brodies@REDACTED.email>  
**Subject:** We've received your request #00239391 thread::TVFgkhIEcaqUeflXAxuGzmA::

Hey,

We've received your request: #00239391.

Need to add more info to your request? Just reply to this email to update it.

Have a great day!  
Trustpilot Support

## Email Headers (Raw)

|                                                |                                                                                           |
|------------------------------------------------|-------------------------------------------------------------------------------------------|
| X-Mozilla-Status                               | 0001                                                                                      |
| X-Mozilla-Status2                              | 00000000                                                                                  |
| From                                           | Soul Legion <Brodies@REDACTED.email>                                                      |
| To                                             | Support <support@trustpilot.com>                                                          |
| Subject                                        | Re: We've received your request #00239391 thread::TVFgkhIEcaqUeflXAxuGzmA::               |
| Thread-Topic                                   | We've received your request #00239391 thread::TVFgkhIEcaqUeflXAxuGzmA::                   |
| Thread-Index                                   | AQHcBmk503VYC8EfEuEcBzzHClJJrRVGfel                                                       |
| X-MS-Exchange-MessageSentRepresentingType      | 1                                                                                         |
| Date                                           | Wed, 06 Aug 2025 15:36:31 +1000                                                           |
| Message-ID                                     | <SL2P216MB2029B6BCABEC200354BC0964DA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>           |
| References                                     | <sa8Ay000000000000000000000000000000000000000000T0JQPL00RiRD-XrlQ36uEa8kjR0sMg@sfdc.net>  |
| In-Reply-To                                    | <sa8Ay00000000000000000000000000000000000000000T0JQPL00RiRD-XrlQ36uEa8kjR0sMg@sfdc.net>   |
| Content-Language                               | en-US                                                                                     |
| X-MS-Has-Attach                                | yes                                                                                       |
| X-MS-TNEF-Correlator                           |                                                                                           |
| X-MS-Exchange-Organization-RecordReviewCfmType | 0                                                                                         |
| msip_labels                                    |                                                                                           |
| Content-Type                                   | multipart/mixed; boundary="_002_SL2P216MB2029B6BCABEC200354BC0964DA2DASL2P216MB2029KORP_" |
| MIME-Version                                   | 1.0                                                                                       |