

From: Soul Legion <Brodies@REDACTED.email>
To: 1 - KFST Officiel hovedpostkasse <kfst@kfst.dk>
Subject: Re: Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content
Date: Wed, 06 Aug 2025 16:34:59 +1000

Dear Hanne Colberg,

Thank you for your response.

While I understand your agency's jurisdictional limits, I would like to clarify that the conduct in question is not merely a consumer protection issue — it is a structural anti-competitive practice that affects all businesses using the Trustpilot platform.

I have attached video evidence demonstrating that Trustpilot grants itself a *unique and exclusive ability* to remove misdirected reviews from its own profile — something no other business is permitted to do, even when the reviews are provably about a different service. In my case, Trustpilot refused to remove reviews made by users who admitted (publicly or in platform logs) that they were referring to a competitor, or who never used our service at all.

This selective editorial power gives Trustpilot an unfair commercial advantage in public perception and ratings accuracy. It is effectively a self-moderation loophole that harms all other reviewed businesses while protecting its own brand from identical harm. That is not platform neutrality — it is market manipulation.

From: 1 - KFST Officiel hovedpostkasse <kfst@kfst.dk>
Sent: Wednesday, August 6, 2025 4:31 PM
To: Soul Legion <Brodies@REDACTED.email>
Subject: SV: Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content

Dear Anthony Brodie

Thank you for your inquiry.

We regret to inform you that your inquiry falls outside the jurisdiction of the Danish Competition and Consumer Authority.

Instead we recommend that you contact the [Agency for Digital Government](#) for further assistance.

Kind regards

Hanne Colberg

Higher Executive Officer
Danish Competition and
Consumer Authority
Phone +45 4171 50 00

 [Danish Competition and
Consumer Authority](#)

Carl Jacobsens Vej 35
2500 Valby
Phone +45 4171 5000

We work for wellfunctioning markets.

See our [privacy policy](#) and
[accessibility declaration](#) for kfst.dk.

Fra: Soul Legion <Brodies@REDACTED.email>

Sendt: 6. august 2025 03:09

Til: 1 - KFST Officiel hovedpostkasse <kfst@kfst.dk>

Emne: Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content

[EKSTERN E-MAIL] Denne e-mail er sendt fra en ekstern afsender.

Vær opmærksom på, at den kan indeholde links og vedhæftede filer, som ikke er sikre.

To: Danish Competition and Consumer Authority
Carl Jacobsens Vej 35
2500 Valby
Denmark
Email: kfst@kfst.dk

I am submitting a formal complaint regarding Trustpilot A/S for their continued facilitation of coordinated defamation, publication of knowingly false content, and failure to act in accordance with their obligations under the EU Digital Services Act (DSA).

My business, Legion Killfeed, is a legally registered digital service based in Australia. It provides automated analytics, stats, and kill feed data to DayZ console game servers via Discord integration and Nitrado API tokens. Despite being an international software service with hundreds of users, Trustpilot has allowed its platform to be exploited as a tool of harassment by individuals who have never purchased, subscribed to, or interacted with the service.

Beginning late July 2025, several reviews were submitted containing false criminal allegations, including accusations of theft, fraud, and technically impossible claims such as 'deleting a server.' These reviews originated from a known group on Facebook that has been inciting coordinated defamatory actions. The campaign is now under official UK Police investigation (Case Reference: 43250388789). Multiple individuals involved have admitted to never using the service. One of them even gave a five-star review to a direct competitor while falsely accusing me of scamming.

Over 13 takedown requests were submitted to Trustpilot. Some reviews were eventually removed, yet new fake reviews continue to appear from unknown throwaway accounts. Each uses similar wording and identical accusations, revealing a clear intent to evade moderation while continuing the smear campaign. Despite overwhelming evidence, Trustpilot has failed to suspend these accounts or implement any preventative measures.

This behavior directly violates the following articles of the DSA: - Article 16: Obligation to act upon knowledge of illegal content - Article 17: Obligations after receipt of a valid notice - Article 22: Failure to provide an effective internal complaint-handling system The damage to my business has been significant and ongoing. I have suffered reputational harm, customer loss, cancelled subscriptions, and targeted harassment outside of the platform.

Trustpilot's refusal to act makes them a knowing participant in the continued publication of defamatory material, which has now spanned multiple jurisdictions including Australia, the United Kingdom, Canada, and the European Union. Attached are full documentation sets previously submitted to: - Australian Competition & Consumer Commission (ACCC) - Australian eSafety Commissioner - Thames Valley Police (UK) - Canadian Anti-Fraud Centre (CAFC) - Meta (Facebook) - Trustpilot Legal I respectfully urge the Danish Consumer and Competition Authority to open a formal investigation into Trustpilot A/S for violations of the DSA, platform negligence, and cross-border facilitation of defamation

Sincerely,

Anthony Brodie Owner – Legion Killfeed
Sydney, NSW, Australia

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	1 - KFST Officiel hovedpostkasse <kfst@kfst.dk>
Subject	Re: Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content
Thread-Topic	Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content
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Date	Wed, 06 Aug 2025 16:34:59 +1000
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