

From: Soul Legion <Brodiess@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Flagged review - killfeed.co - Ticket #36822738
Date: Wed, 06 Aug 2025 20:27:25 +1000

And on top of that, I expect a clear, plain, and detailed explanation as to how your system could conceivably allow reviews to be published in the first place that are in direct opposition to the overwhelming majority of genuine customer feedback. My business has received 48 five-star reviews, 1 four-star review, and only 1 one-star review (which should have been removed months ago for being defamatory). Even your own AI-generated review summary confirms the overwhelmingly positive sentiment:

“Reviewers overwhelmingly had a great experience with this company. Customers appreciate the bot for its features, ease of use, and visually appealing commands. They highlight the promptness and helpfulness of the support team in resolving issues. Many reviewers emphasize that the bot enhances their server and praise its configuration options. Consumers also underline the dedication and proficiency of the developers, noting that the bot's functionality has exceeded expectations. The killfeed's aesthetics and overall commands are considered superior to those of competitors. The responsiveness and helpfulness of the administrators contribute to a positive user experience.”

Given this context, it is incomprehensible that your system would ever permit the publication of reviews that are defamatory, malicious, and entirely inconsistent with the established track record of customer satisfaction, rather than blocking them outright before they could harm my business.

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Wednesday, August 6, 2025 8:04 PM
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Flagged review - killfeed.co - Ticket #36822738

I suggest you stop ignoring the PDFs and remove the rest of these false reviews filled with lies that you unlawfully denied removal of, lied about the status of and still continue to host them on your platform



Additionally, I demand that you immediately remove or amend these statistics, as they misrepresent the situation and wrongly portray my business as having acted improperly. These figures fail to reflect that my reports were made in response to unlawful reviews, and that it was your platform that failed to address legitimate support requests and uphold the law. The display must be updated to ensure it does not imply that my business engaged in any wrongdoing, when in fact the failure lies entirely with Trustpilot's handling of these cases.



From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Wednesday, August 6, 2025 7:49 PM

To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Flagged review - killfeed.co - Ticket #36822738



Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:49 BST

Hi,

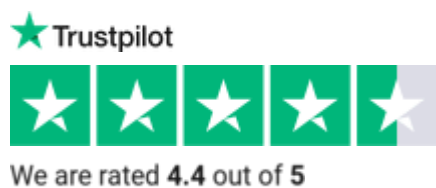
We must ask that you immediately cease using abusive and offensive language in your communications with our team. We do not tolerate any form of harassment or abuse, and such behavior is entirely unacceptable.

Please be advised that the review in question has already been **filtered** for violating our content guidelines, as it contained harmful content. We encourage you to **check the current status** of the review before contacting us with further complaints.

We remain committed to supporting all our users fairly and professionally. However, ongoing abuse may result in restrictions on future communication.

Kind regards,

Neenu D,
Content Integrity Team



Trustpilot trades on the London Stock Exchange under the ticker **TRST**

Anthony Brodie

6 Aug 2025, 10:21 BST

That's because the information is on the review they gave a competitor, 5 stars with a request for help VS a slanderous attack from someone not in our system.

Who you, have allowed to slander my business, who you cannot provide any verifiable proof of any payment from at all?
You do understand how ridiculously stupid you are being correct?

Now open and read the fucking attached PDF files you fucking previous have been send in 18 emails you stupid cunt.

[cid:c6bfc7df-eee2-4221-9ae2-0fcfc679cf61]

Attachment(s)

[image.png](#)

[Make a new complaint _ European Ombudsman.pdf](#)

[Coordinated Harrassment.pdf](#)

Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:16 BST

Hi Anthony Brodie,

Thanks for your inquiry about the [review](#) by WARZONE, which you flagged for being about a different business.

The decision

We've now read the review and found nothing to suggest it's for another business, so we won't be taking further action.

Please keep in mind that we don't remove a review just because it's non-specific and doesn't mention your business's name.

Engage with the reviewer

If you still think that the review wasn't meant for your business, here's what you can do:

- You can [reply to this review](#) and engage in an open conversation. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.
- You could [request information](#) from the reviewer to find out more about them and their experience with your business.
- Keep in mind that a reviewer with a genuine experience may not have bought anything. They could have made contact with your business in [another way](#).

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

Thanks,

Neenu D,

Content Integrity Team

★ Trustpilot



We are rated 4.4 out of 5

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Trustpilot A/S
Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
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: Flagged review - killfeed.co - Ticket #36822738
Thread-Topic	Flagged review - killfeed.co - Ticket #36822738
Thread-Index	AQHcBrdljq5RBjfbKkehsglE1AprsbRVYx29gAAGdJl=
X-MS-Exchange-MessageSentRepresentingType	1
Date	Wed, 06 Aug 2025 20:27:25 +1000
Message-ID	<SL2P216MB2029EA977969D6D600594A39DA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<43KJ2R791JN@zendesk.com> <43KJ2R791JN_68931d63bbc20_8415a0153772_sprut@zendesk.com> <SL2P216MB202919DD1C652440F0A780BADA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <43KJ2R791JN_689325227e044_5415a02232e_sprut@zendesk.com> <SL2P216MB202997CD44FFB9B870A2752DDA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
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Content-Language	en-US
X-MS-Has-Attach	yes
X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
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