

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #36717486 - Ticket #36717486
Date: Wed, 06 Aug 2025 08:48:24 +1000

I suggest you actually read all the attached documents before you lose your job because you dumb fucks are liable.

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Wednesday, August 6, 2025 1:03 AM
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Decision on the review you've flagged - Ticket #36717486 - Ticket #36717486



Neenu D (Trustpilot Content Integrity)

5 Aug 2025, 16:03 BST

Hi,

Thanks for your email.

To ensure the integrity of reviews on Trustpilot, we balance the rights of reviewers to express their honest opinions and experiences against our legal obligations to remove certain content.

How do we assess flagged reviews?

Flagged reviews are assessed on a case-by-case basis. We consider how the statement you've highlighted as problematic would be interpreted by the average reader, and whether in the context of the whole review it's likely to cause serious harm to someone's reputation or serious financial loss to a business.

This sets a high bar for the removal of reviews and statements, and we believe it's the right approach to ensure only the most serious and harmful content is removed.

What about short reviews or words like 'scam'?

When it comes to defamatory statements, we look at context over keywords. Most of the time, use of a single word or short phrase in an online review won't cross the threshold into being defamatory. That's because it's unlikely a single word or short phrase would cause significant harm or significant financial loss to a business, particularly in the context of a

consumer-submitted online review, which is the opinion of a reviewer.

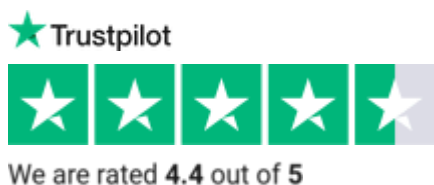
What can you do?

We always encourage businesses to respond to negative reviews and comments. This lets you show your side of the story and is an opportunity for you to manage customer feedback and set the record straight if you disagree with what's been said.

If you have any further questions, please don't hesitate to get in touch.

Kind regards,

Neenu D,
Content Integrity Team



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

Anthony Brodie

2 Aug 2025, 01:38 BST

Subject: Formal Appeal – Review by “WARZONE” (Case ID: [include Trustpilot reference])

Dear Trustpilot Content Integrity Team,

Your 2 August 2025 email advises that the review left by user “WARZONE” has been reinstated because your automated assessment did not flag it as defamatory. I respectfully request an immediate manual review on the following grounds:

1.

Reviewer never used the service

*

We hold no Discord join, subscription, payment, or ticket history for this individual.

*

PayPal confirms zero transactions from any account linked to this user.

2.

False factual allegations

*

Claim that I “rob people for their money” is demonstrably untrue; zero chargebacks or disputes have ever succeeded against Legion Killfeed.

*

Statement that the bot is “toxic” and “do not waste your time” is not opinion about personal experience—it is presented as fact from a non-customer, with intent to deter trade.

3.

Co-ordinated smear campaign

*

The same user openly recruited others on Facebook to post identical negative reviews (screenshots available).

*

A police report is filed with Thames Valley Police (Ref 43250388789) documenting this harassment.

4.

Material harm

*

Within 48 hours of the review, we recorded a 7 % drop in new-user sign-ups traced directly to the Trustpilot page.

*

The review has already been cited in Discord servers as “proof” my service is fraudulent.

UK law (Defamation Act 2013, s.1) defines a statement as defamatory if it is false and likely to cause serious financial loss. The above criteria are plainly met. Automated screening alone is insufficient where clear evidence has been provided.

Requested action

*

Remove the review permanently under your Defamation and Harmful Content policy.

*

Escalate to a senior human reviewer, as required when automated assessment is challenged with documentary proof.

All supporting evidence (transaction logs, Discord audit logs, Facebook screenshots, police reference) is ready for immediate upload.

Thank you for your prompt attention.

Sincerely,

Anthony Brodie

Owner & Developer – Legion Killfeed

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 01:36 BST

Hi Anthony Brodie,

Thanks for your inquiry about the review by WARZONE, 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

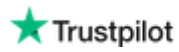
You can always [reply to this review](#) to address feedback and share your side of the story. Replies appear alongside the

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**

[Visit Trustpilot](#) | [Help Center](#) | [Trustpilot Privacy Policy](#) | [Dispute our Decision](#)

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: Decision on the review you've flagged - Ticket #36717486 - Ticket #36717486
Thread-Topic	Decision on the review you've flagged - Ticket #36717486 - Ticket #36717486
Thread-Index	AQHcBhoncECLZmVHZUSkpU5qRf6sflRUqZCX
X-MS-Exchange-MessageSentRepresentingType	1
Date	Wed, 06 Aug 2025 08:48:24 +1000
Message-ID	<SL2P216MB202998D02A931E7ED41BBB42DA22A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<VM340EW5W4R@zendesk.com> <VM340EW5W4R_688d5d9ac18d4_ae15a01976e7_sprut@zendesk.com> <SL2P216MB20294FD4BFDDCFD9AA368FACDA21A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <VM340EW5W4R_68921d5158ecd_4b15a076233b_sprut@zendesk.com>
In-Reply-To	<VM340EW5W4R_68921d5158ecd_4b15a076233b_sprut@zendesk.com>
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="_009_SL2P216MB202998D02A931E7ED41BBB42DA22ASL2P216MB2029KORP_"
MIME-Version	1.0