

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Flagged review - killfeed.co - Ticket #36822738
Date: Wed, 06 Aug 2025 21:25:36 +1000



Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 12:25 BST

Hi,

Thank you for your continued correspondence.

We understand your concerns and have carefully reviewed the matters you've raised. Please note the following:

1. Review Moderation and Flagging Process

If you disagree with the outcome of any specific review that has been flagged, you will need to address your concerns directly within the corresponding moderation ticket. We do not take bulk action across multiple reviews unless they are from the **same reviewer** and clearly violate guidelines collectively.

Each review must be flagged individually through the appropriate category, with any supporting arguments or documentation included in that specific case. As already communicated, the particular review you referenced has been **removed** for violating our guidelines. Returning to this thread to raise unrelated reviews will not lead to further action—each case must follow its own due process.

2. Submitted Documents

We have reviewed the documents you've shared. At this time, we have **no direct communication** from the reviewers in question. If you believe the reviews are false or inaccurate, and you have information to support that, we recommend contacting the reviewers directly and resolving the matter externally. These issues are separate from our moderation process, which is focused on guideline compliance, not dispute resolution between parties.

3. Platform Statistics and Misrepresentation Claims

The statistics displayed on your Trustpilot profile are automatically generated based on your account's activity,

including the number and outcomes of flagged reviews. They are not editorial in nature and do not indicate wrongdoing by your business. These figures cannot be amended unless an identifiable system error has occurred.

For more information on how TrustScore insights and review statistics work, you may refer to our help article [here](#):

 [Trustpilot Analytics & TrustScore Insights](#)

4. Ongoing Investigations

All flagged reviews are being reviewed thoroughly in accordance with our guidelines. Where violations are found, appropriate actions are taken. We are committed to fair and transparent handling of all moderation cases.

At this point, we have no further comments to add. Should you wish to formally escalate any specific decision, please do so via the appropriate dispute process.

Kind regards,

Neenu D,
Content Integrity Team



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

Anthony Brodie

6 Aug 2025, 11:27 BST

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.

Attachment(s)

[image.png](#)

[image.png](#)

[image.png](#)

[image.png](#)

Anthony Brodie

6 Aug 2025, 11:04 BST

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

[cid:79d78b4f-6c90-4623-835f-2f57370fd3cf]

[cid:4549ec86-9a1b-44d3-aace-b727c777f0f7]

[cid:aafa018f-078e-4f5d-93a0-9199a76fec64]

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.

[cid:4b6c68f4-c0ba-45f4-9a7e-fc11f6799e28]

Attachment(s)

[image.png](#)

[image.png](#)

[image.png](#)

[image.png](#)

Anthony Brodie

6 Aug 2025, 10:52 BST

Maybe I would be a little less prone to anger if you had of respected me and my business and not hosted slander illegally

I definitely would have been less prone to swearing had it not taken 18 GODDAMN emails to get a response. So you treat me with respect and I will do the same, but so far, I have endured several days of damages to my revenue stream based on your unlawful behaviour, so if I call you stupid, maybe you shouldn't have been stupid.

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)

[redacted.txt](#)
[redacted.txt](#)
[redacted.txt](#)

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



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](#)

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Received	from SE2P216MB1992.KORP216.PROD.OUTLOOK.COM (2603:1096:101:119::6) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Wed, 6 Aug 2025 11:25:41 +0000
Received	from AS9PR06CA0342.eurprd06.prod.outlook.com (2603:10a6:20b:466::18) by SE2P216MB1992.KORP216.PROD.OUTLOOK.COM (2603:1096:101:119::6) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9009.14; Wed, 6 Aug 2025 11:25:39 +0000
Received	from AM4PEPF00027A6B.eurprd04.prod.outlook.com (2603:10a6:20b:466:cafe::9a) by AS9PR06CA0342.outlook.office365.com (2603:10a6:20b:466::18) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9009.14 via Frontend Transport; Wed, 6 Aug 2025 11:25:36 +0000
Received	from mta-out11.pod29.euw1.zdsys.com (188.172.137.56) by AM4PEPF00027A6B.mail.protection.outlook.com (10.167.16.89) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9009.8 via Frontend Transport; Wed, 6 Aug 2025 11:25:36 +0000
Received	from zendesk.com (unknown [127.0.0.6]) by mta-out15.pod29.euw1.zdsys.com (Zendesk) with ESMTP id 7fdef0a7-1a6a-42dc-a2e6-04a2cd44f8e5 for <Brodies@REDACTED.email>; Wed, 06 Aug 2025 11:25:36 +0000 (UTC)
From	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To	Anthony Brodie <Brodies@REDACTED.email>
Subject	Flagged review - killfeed.co - Ticket #36822738
Thread-Topic	Flagged review - killfeed.co - Ticket #36822738
Thread-Index	AQHcBrdljq5RBjfbKkehsglE1AprsbRVYx29gAAGdJKAABKvvw==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Wed, 06 Aug 2025 21:25:36 +1000
Message-ID	<43KJ2R791JN_68933bb016235_9a15a017125b_sprut@zendesk.com>
References	<43KJ2R791JN@zendesk.com> <43KJ2R791JN_689325227e044_5415a02232e_sprut@zendesk.com> <43KJ2R791JN_68931d63bbc20_8415a0153772_sprut@zendesk.com> <SL2P216MB202919DD1C652440F0A780BADA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029B4062F41E8494B0D09A3DA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB202997CD44FFB9B870A2752DDA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB2029EA977969D6D600594A39DA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
Keywords	Trustpilot
In-Reply-To	<SL2P216MB202919DD1C652440F0A780BADA2DA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <t:43KJ2R791JN_689325227e044_5415a02232e_sprut@zendesk.com>
Reply-To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Content-Language	en-US
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-Exchange-Organization-AuthSource	AM4PEPF00027A6B.eurprd04.prod.outlook.com
X-MS-Has-Attach	
X-Auto-Response-Suppress	All
X-MS-Exchange-Organization-Network-Message-Id	c581d2fe-15a8-43b1-fc4d-08ddd4dbf751
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
received-spf	Pass (protection.outlook.com: domain of trustpilot.com designates 188.172.137.56 as permitted sender) receiver=protection.outlook.com; client-ip=188.172.137.56; helo=mta-out11.pod29.euw1.zdsys.com; pr=C
x-ms-publictraffictype	Email
x-microsoft-antispam	BCL:3;ARA:1444111002 10300799035 1680799057 9400799033 21080799006 9000799050 461199028 1380799030 1360799030 1370799030 56899033 1602099012 24122799003 440099028 4302099013 3412199025;
X-Microsoft-Antispam-Mailbox-Delivery	ucf:0;jmr:0;ex:0;auth:1;dest:1;OFR:SpamFilterPass;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(1010050)(944500132)(4810010)(4910033)(9920006)(9510006)(10105021)(9320005)(9230038)(120001);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTiHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	L5BisBU8yBiJDJzC60kovOPvhlG0jC9arYDLep0cIAb/iHoB+fPzQ6yCpquduQTX2/AoW35AnkoXKVc3k3KDNUkXGtwtinsiHwQDqM7K96l/JiMI3Ctu6q0bRchxutCMkqwnJfyQLwUvt3h6AL6zJvY3lUlls7wLx0ldjujzVeoju3WsKHp2GRgEUuREgkFBxMgmo5ZfnmfMke9n7KIOiXe0fBHeBMpiTakWfm5tUSn4ymVTG3ZDaIBP9iaLsr2Fv3fvH6aWVSW2WdPpoWkyDc5kOFEmCmoelXZfH7+wyUhrD+ys3ciotL1P9N91oWk622b3WZgfvra4Wc6AwKBzRoLWkUKnkiIJQBUhCSHNgGOdVT0RBjJO/Qnc/ahfFxyb1/jZDL7HweFfGW321FZN4jzgdppzcOCxWyUCM5KzglmnvvhxWTa7BGslUzPmOxRqxZQUWT6qgLF8sJH3YoLU1wPhSgTMnB1Nonc7lOaLrkd6574nODRFTzwwHjXuvehX+IfcB9w/o4drXNxXnkMzvhu3mKSLKdVNxmBcYpve9wFuKnGcXEtIrlqF2ycAzoZ5G232UTXYF9WDPew8gzDSktup9K4w4oJrgmxoL5TUw1IsuJoVcDsmkrWZAvzYakDRWFmTCBy43syEO7R2L8aquwqcjU2ZgF1CIfH7AA3NLE77sQTRAXdxwq1s7lvJYq0SxQarlcYzAnq8katlfimuufFqNiC1cmGyvlMwR9nlYLack1fMvOpGw1kcydhXaSW0Xjz3SPXDgz0MapMGpD73otY+TAGMt+ttwbQNnraakCJsYBP+0JXog7Qx+vZL65Gjcgebbe4SPGw2FaShnBfcFJB+H2RDaShmAx7zwrlyvhsN/S2KY3105IKRnmX1uhwe9leXNFj0Miz+Du5K/bkSPcmna0sGWD0OXaNy3K2u6iY8vStghjtGY63mtr03PGPi3XPzn/PdFmHfkTyzhRbPqw3oLNFJLxSXWRmXIWwQunwtokjFu7jZXrsiToHKP1S8Jd8SnwCHC175silsjKELvRSnPttVF

	aK/aYeuRPCc2mtGoLcHcTPwCnJlnQsXNCobXcNQq9C4FAyzTLUGBbviOEV2ErexRWZaKJUgZGUP+ufEJ2FfbcO6AXcAYf6Gt/wmRp9d4Zbf+zNok+v0g1y0rJkwQuR0i+KBgRSCm5kluSvJIUjqD6Mx+8zUc2UQJ9dsuET1VFhbKstYoT7EHK7haagqo+T9QLYblfsS0d91bKdF10ilgYxppdYjcYg9q83yhqwynbicnJBHq/CHgxEN5uG/jD91C/EP9aLnKSxvLL6jA6LwBmP7yLpcNOaDQXz1ip9lovkv2GBQHI9SwC/jyULkS4JQqs7xdkTJy+MvzqEIS3drYuMO+5OzwzrxpzXpxxj5Lqpa9loFJHnovuaENTDHur6Ju9cbklBw2H2PvpwWW4UkAYJGFL84N8PRuhE0OmggHth5U7kjBjYX15QvhpfhZt627tNdt44WF3m52Hi/UzpgMvG1oghOooQo73TuF8lHo+R+vKYBbzi9sOikE1+JldgZzZfQAPFnuW/2lK7yq6eZFUnk6M1HX2DuLn1ts4fuyIrMkjY/3rDnwuTlyGCQZmrvrhkTL6BCPFJeaDeAgSSFFOps56897qg5x7s7o0/wux8iiCO6y0RJDw0cDT8CSxfW/0MsyC9cPgJtebUBO/ZNCfwpBuE6uESMZSAf/elOzgMua4v5cxoleoq9BdTMAFFVv91HnczeCX51ovfwk5tW5lJgqRnJ5CCZOzbVzJSKYI8O78rT4jEf0cWF0MVp7fQQFEwFoDLTfQbjLPS1o55U1lmSdhhTiiWsH9ss10u/nOEcHYssX+8pBKAOTLwN5PpDoacKbExy125Gndxb5aR7aCHmhtZtzAvMclQKleroUka9g0ioAwK3z+KMWEPW1A7D/fCvs5TMoKc89JRaQyRrhS741ebPjmhhBKxcx8MhRYJCN1bcHUKsFh5p3BXrtuYXX0O6U4u+FwsifhLTnHDwqjden8VvtjClpmsnLepWYDk13HLQbmifg6hcjgYiZxdMRnJABv994MsLJbPbRtG6PnJVoN8ZQaRuabDbRV85/OP/NS0z+4nqnJul+m7cKbDimo3fDM/QJWkEik7tl3XcYEd2yUAIvW8gUwxlkbF6TvwdMOM9Oj6L1hdm/7YR4oKTbSEpat0uXeAX4uuzSFINEc300gfUXh5St+JblRXJj/PEeqglek88u7CzlbPelH0hKmuEz/FiVJHNOvBBLEZIs1BIDFhUoMy94P4v4BOMnmzyU3RGWqQihTwNfxvh575PT8lKuNK4XOKrTLXJqnHVPKjWwgnNz3qVG9m9RaXfsAwAD6C/kw9ivlRjRXL950McojNQZ59Po=
Content-Type	text/html; charset="utf-8"
Content-ID	<CB730BDA0B0DEB4A9B938CAE9AE3E56D@KORP216.PROD.OUTLOOK.COM>
Content-Transfer-Encoding	base64
MIME-Version	1.0