

**From:** Soul Legion <Brodiess@REDACTED.email>  
**To:** "kfst@kfst.dk" <kfst@kfst.dk>  
**Subject:** Formal Complaint Against Trustpilot A/S – Ongoing Publication of Defamatory and Malicious Content  
**Date:** Wed, 06 Aug 2025 11:08:52 +1000

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)

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| X-Mozilla-Status                               | 0001                                                                                              |
| X-Mozilla-Status2                              | 00000000                                                                                          |
| From                                           | Soul Legion <Brodies@REDACTED.email>                                                              |
| To                                             | "kfst@kfst.dk" <kfst@kfst.dk>                                                                     |
| Subject                                        | 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 |
| Thread-Index                                   | AQHcBm5qbME2xzjBoUy1E858GQ5Ypw==                                                                  |
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| X-MS-Has-Attach                                | yes                                                                                               |
| X-MS-TNEF-Correlator                           |                                                                                                   |
| X-MS-Exchange-Organization-RecordReviewCfmType | 0                                                                                                 |
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