
Re: Acknowledgement: Your dispute has been received - Ticket #36813814 - Ticket #36813814

From Soul Legion <legionkillfeed@outlook.com>

Date Wed 8/6/2025 9:49 PM

To Trustpilot Help <support+id43RZ49-PY2ZY@trustpilot-help.zendesk.com>

Excuse me? How dare you Erika,

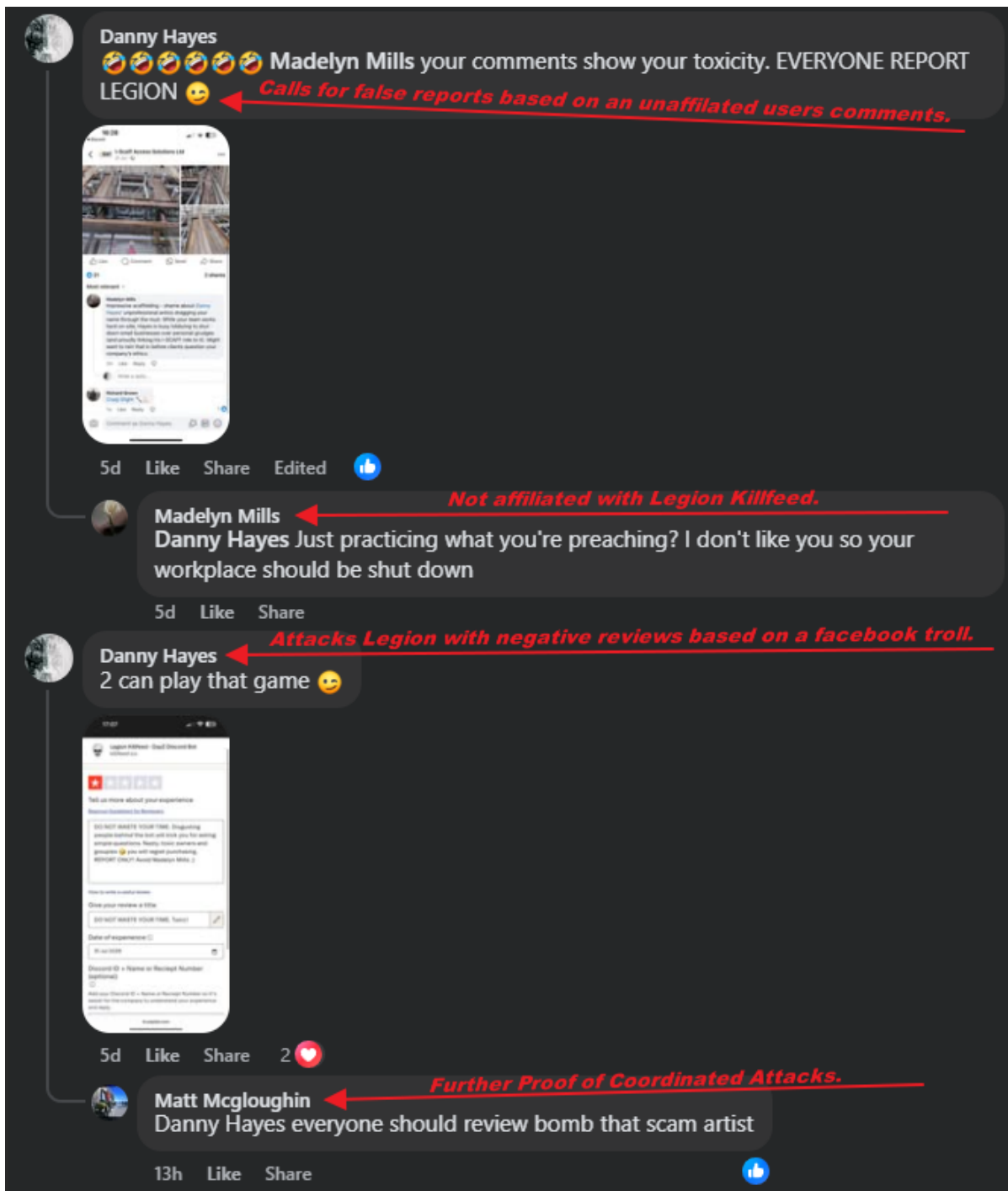
Your email and the suggestion that the volume or tone of my messages is the problem completely ignores the actual cause: your platform's repeated failure to act promptly when a business's reputation is under unlawful attack.

I sent the original emails days ago, when the defamatory content and policy-breaching reviews were live and harming my main source of income. Only now, after an unacceptable delay, am I receiving acknowledgements. In that time, the coordinated harassment, fake reviews, and reputational harm I reported continued unchecked.

Yes, some of my emails may contain strong language, frustration, or aggression — because I was dealing with clear unlawful behaviour (including defamation, incitement of fraud, and targeted harassment) that your system failed to address. I cannot go back in time and “unsend” them, and the fact you are now receiving many at once is the direct result of your delay, not my conduct.

Had Trustpilot responded in a timely and proportionate manner — as is reasonable when a business's credibility and revenue are at risk — there would not be a backlog of angry emails for you to review. Blaming the victim for expressing justified anger after days of inaction is inappropriate.

The real question your Content Integrity team should be asking is: why was clearly policy-breaching content, posted as part of an organised smear campaign, left online long enough to cause damage and escalate to this point? Until that is addressed, you will continue to face both the consequences of delayed action and the justified frustration of those affected.



Address that first, review all the correspondence in full, and then get back to me with a proper response, not an insult.

Anthony Brodie
 Owner – Legion Killfeed

From: Trustpilot Help <support@trustpilot-help.zendesk.com>
 Sent: Wednesday, August 6, 2025 9:36 PM
 To: Anthony Brodie <legionkillfeed@outlook.com>
 Subject: Acknowledgement: Your dispute has been received - Ticket #36813814 - Ticket #36813814

Erika (Trustpilot Help)

6 Aug 2025, 12:36 BST

Ticket number: 36813814

Hi Anthony Brodie,

Thanks for getting in touch. Thanks for submitting some additional information.

Kindly be advised that we will not tolerate any form of abuse directed towards our staff. It has come to my attention that your interactions with our agents have been quite disrespectful.

I've now concluded the assessment of your dispute that you raised on 06/08/2025 for **the review of WARZONE**.

Dispute outcome

The review was flagged for containing harmful and illegal content, categorized as defamation. However, since it did not violate our guidelines, it has been reactivated and is now available online.

The statements highlighted did not meet our threshold for 'defamation'; therefore, the decision to reactivate the review at that time was correct. When it comes to defamatory statements, we look at **context over keywords**. We consider how the statements 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.

Please also note that Trustpilot is an **open review platform** that aims to build trust between consumers and businesses. We provide a space for customers to share their genuine experiences, both positive and negative, and for businesses to listen, respond, and engage.

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 and that consumers are allowed to voice their opinions, whether positive or negative.

The decision to conduct an offline review has been confirmed, as the review was flagged for being associated with another business, and the reviewer did not respond; consequently, the review has been filtered offline.

Concerning the review titled "PLEASE," I have flagged it on your behalf due to the reason that it is not based on a genuine experience. At this time, the review remains offline; however, should the reviewer provide documentation demonstrating their interaction or experience with the business in question, the review will be reactivated online.

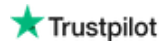
If you disagree with the contents of the review, we always encourage businesses to respond to negative reviews and comments. This lets you show your side of the story and is an opportunity for you to manage customer feedback and set the record straight if you disagree with what's been said.

This completes the investigation of your case.

Kind regards,

Erika,

Escalation Team - Content Integrity



We are rated **4.3** out of 5

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

Anthony Brodie

5 Aug 2025, 23:39 BST

Not good enough. It has been a week of lies damaging my business and my reputation. Fix it now.

Anthony Brodie

5 Aug 2025, 23:38 BST

I am sick of repeating myself explaining that these are coordinated attacks organised by competitors on Facebook so if you cum guzzling cocksucking cunts keep making me explain it, you will be added to a FUCKING LAW SUIT because I will be suing for damages. Fucking get rid of the lies from my fucking business profile now.

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