

From: Soul Legion <Brodiess@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #36755418 - Ticket #36755418
Date: Fri, 08 Aug 2025 09:21:38 +1000

It has been over 5 hours since your last correspondence.

You are already in possession of my 4 Aug 2025 formal legal demand and evidence bundles provided to the ACCC, UK CMA, Danish Consumer Ombudsman, Thames Valley Police (Ref 43250388789) and others. This review by "Robert McDonovan" is part of the same coordinated competitor-led harassment campaign already evidenced in those filings.

Its statements are categorically false, made by a non-customer, and are inherently defamatory. You are now well beyond the point where delay is excusable — every day you knowingly keep this review live is a new act of publication, stripping Trustpilot of any intermediary immunity and making you and your staff personally liable under UK Defamation Act 2013 and Australian Defamation Act 2005.

Remove it immediately or it will be included as a fresh count in my pending defamation proceedings.

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Friday, August 8, 2025 2:02 AM
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: Decision on the review you've flagged - Ticket #36755418 - Ticket #36755418

How long does it take you to read? Because this should be gone by now and your failure to remove it further demonstrates how trust pilot knowingly breaks the law. 

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Sent: Friday, August 8, 2025 12:45 AM
To: Anthony Brodie <legionkillfeed@outlook.com>
Subject: Decision on the review you've flagged - Ticket #36755418 - Ticket #36755418



Halla (Trustpilot Content Integrity)

7 Aug 2025, 15:45 BST

Hello,

Thank you for contacting us.

First of all, **please note** that I'm here to assist and support you every step of the way. **and it's very important that our conversation remains constructive and professional.**

We sincerely apologize for any delays or inconvenience you may have experienced. Thank you for your understanding and patience.

Please rest assured that your case is now in the hands of our Concerned team. They are actively reviewing the situation and will reach out to you as soon as possible with updates and further assistance.

Warm regards,

Halla,

Content Integrity Team



We are rated **4.4** out of **5**

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

Anthony Brodie

7 Aug 2025, 15:19 BST

⚠️ Snowflake Warning: If you're easily offended by swearing, emotion, or being held accountable for your incompetence — stop reading. This one isn't for you.

Halla,

Drop the attitude, dickhead. Your reply came FOUR days after I raised the issue, and instead of a meaningful response, I get a patronising, pre-written pile of shit acting like this is just business as usual and I should be thankful anything was done at all.

Let's spell it out so even your "content integrity team" can follow it:

You allowed fake reviews to publish. You delayed removal. You failed to read what was actually sent. And now you're replying with smug copy-paste bullshit as if I'm in the wrong for chasing it.

This isn't about the reviews that were already taken down — those were flagged days ago. The problem is you don't even know what's still active and what isn't, you're responding to old tickets as if they're new, and you've ignored context, evidence, user links, and the coordinated nature of the attacks entirely.

You let known bad actors post reviews under aliases. You've got open evidence of abuse — timestamps, screenshots, fake names, cross-platform harassment — and you've done fuck-all. Meanwhile, my business, Legion Killfeed, is being dragged through the mud because your platform enabled it, then acted like my reaction was the real problem.

*

I have already filed a formal complaints with the ACCC, UK CMA, and the Danish Consumer Ombudsman.

*

I am looking into civil legal proceedings for defamation and platform negligence.

*

You, every staff member who replied and Trustpilot will be named, because this isn't just company-level failure, it's personal negligence.

And yes, I know, respect — you're gonna bitch that I fucking swore. Suck it up, princess. You're lucky a few words said out of anger are all you got after your incompetent platform violated my rights, slandered my business, then acted like me getting angry about it was my fault.

And you clowns are the ones who can't even tell what tickets are open and which are closed, clearly — because you keep replying to the copious attempts made SEVERAL DAYS AGO as if I just sent them.

Anthony Brodie

Owner — Legion Killfeed

<https://killfeed.co>

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Sent: Friday, August 8, 2025 12:05 AM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36755418](#) - Ticket [#36755418](#)

[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Halla (Trustpilot Content Integrity)

7 Aug 2025, 15:05 BST

Hello,

Thank you for reaching us.

First of all, please rest assured that we take this matter very seriously. We want to inform you that the three already flagged reviews have already been reviewed and taken offline from your platform:

688d14d8f18ef096196c8c63 — already taken offline

688be04caeacae9cc58c81cb — also taken offline

688b94bee4c305e4065e432c — also taken offline

Second point, regarding the review submitted under the name "Robert McDonovan", we have reopened the report and launched a fresh investigation. We are committed to keeping you updated and will inform you promptly about any further actions we take.

Third point, you mentioned that some individuals have been attacks you on social media, which is deeply concerning. To address this properly, we will escalate the issue to our concerned team. They will reach out to you as soon as possible to ensure you receive the full support you deserve.

Thank you for sharing your experience with us and for your understanding.

Warm regards,

Halla,

Content Integrity Team

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Anthony Brodie

7 Aug 2025, 10:40 BST

Hello,

Thank you for your copy-and-paste response.

Please note that my business is being actively defamed, and your team should be thoroughly reviewing every email before replying — if basic logical reasoning is applied.

Regarding the review I'm referring to — not the one linked to this ticket — please take it offline immediately.

If your process requires you to copy and paste responses until you eventually reach the correct email, please ensure you actually read the context and respond accordingly.

Hoping you burn in hell for ruining my reputation,

Anthony Brodie

Aggrieved Consumer forced to use your illegally operating platform.

[cid:bbb57e4e-c945-478e-81b3-16ce8821cd64]

Attachment(s)

image.png<<https://trustpilotcompliance.zendesk.com/attachments/token/cJbwhMXaDAhMEWgyJjhAJJRiO/?name=image.png>>

Anthony Brodie

7 Aug 2025, 09:25 BST

There is nothing fair about any of what's continued to happen.

You let a coordinated group post fake reviews, encourage others to do the same, and even allowed one with the username "Cunt" to accuse my business of "robbing clients" — all while ignoring direct evidence, police reports, and multiple formal complaints. Your moderation team let these sit live for days, causing measurable damage to my reputation and income. That's not fairness. That's negligence.

Your system failed at every step — allowing lies to be published, letting them stay up far too long, and now responding in fragments, days apart, after the harm has been done. You're only reviewing individual reports when the issue has always been organised abuse across multiple reviews, accounts, and platforms — something you were told about in the very first complaint.

So no — don't act like this was handled fairly. It wasn't. You've been drip-feeding generic responses after ignoring nearly 20 emails. Now go read them properly — all of them — then come back with a full, accountable answer. Or don't, and I'll see you in court.

Anthony Brodie

Owner – Legion Killfeed

I will continue to reply to them all until all are removed from my profile, I don't give a damn what ticket it is.

You keep refusing to remove

[cid:455aa10c-4523-43f1-b49d-34c75da107d7]

This is defamation, plain and simple. It causes real-world commercial harm, and you are now replying days later, which completely undermines your obligations to act "fairly and promptly" when unlawful content is flagged.

Let me be clear:

*

I will continue to reply to every single defamatory review you leave live.

*

I do not care what ticket ID it falls under.

*

Every response becomes evidence — not just of the abuse, but of your deliberate negligence.

You're charging businesses for "priority support" while giving attackers a free platform to commit reputational sabotage.

That alone renders your process incompatible with basic legal standards in Australia, the UK, and the EU.

If your system is incapable of identifying clearly defamatory content like this — and you knowingly allow it to remain published — then you are actively republishing libel. And as previously warned, that strips you of intermediary immunity under UK and Australian law.

You are now fully on notice. Every single review like this that remains on my profile will be individually documented, responded to, and escalated until I receive confirmation of permanent removal.

[cid:9d537de3-a520-4c54-a599-52ccc8610b25]

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com<mailto:contentintegrity@trustpilot.com>>

Sent: Thursday, August 7, 2025 5:58 PM

To: Anthony Brodie <legionkillfeed@outlook.com<mailto:legionkillfeed@outlook.com>>

Subject: Decision on the review you've flagged - Ticket

[#36755418](#)<<https://trustpilotcompliance.zendesk.com/hc/requests/36755418>> - Ticket

[#36755418](#)<<https://trustpilotcompliance.zendesk.com/hc/requests/36755418>>

[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Halla (Trustpilot Content Integrity)

7 Aug 2025, 08:58 BST

Hello,

Thank you for reaching us.

Please note that we assist case by case, carefully reviewing each situation to ensure accuracy and fairness.

Regarding the review you're replying in the ticket related to, please note that it is already offline.

If you have any concerns about any other review, please provide more context so we can better assist you.

Best regards,

Halla,

Content Integrity Team

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Anthony Brodie

3 Aug 2025, 23:20 BST

Can you actually read my last 10 emails? Or am I taking your to court?

Trustpilot System (Trustpilot Content Integrity)

3 Aug 2025, 22:04 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by Danny Hayes, which you flagged for containing defamatory content.

The decision

We reached out to the reviewer to ask them to consider editing or deleting the content you highlighted as defamatory.

Since the reviewer hasn't updated their review to edit or delete this content, we've removed the review from your profile page.

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

Thanks,

Content Integrity Team

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Trustpilot A/S

Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Company no. 30276582

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Coordinated Harrassment.pdf

Submitted-Brett-Jones.pdf

Formal Criminal Complaint to Canadian Authorities Brett Jone.pdf

Formal Complaint to the eSafety Commissioner – Coordinated International Harassment and Defamation C.pdf

Formal Complaint to Thames Valley Police.pdf

Trustpilot_Complaint_04Aug2025.pdf

Meta_Complaint_04Aug2025.pdf

The Drama.pdf

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Report an issue affecting your business ·

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Coordinated

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Formal Complaint to the eSafety Commissioner – Coordinated International Harassment and Defamation

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Halla (Trustpilot Content Integrity)

7 Aug 2025, 08:58 BST

Hello,

Thank you for reaching us.

Please note that we assist case by case, carefully reviewing each situation to ensure accuracy and fairness.

Regarding the review you're replaying in the ticket related to, please note that it is already offline.

If you have any concerns about any other review, please provide more context so we can better assist you.

Best regards,

Halla,

Content Integrity Team

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Anthony Brodie

3 Aug 2025, 23:20 BST

Can you actually read my last 10 emails? Or am I taking your to court?

Trustpilot System (Trustpilot Content Integrity)

3 Aug 2025, 22:04 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by Danny Hayes, which you flagged for containing defamatory content.

The decision

We reached out to the reviewer to ask them to consider editing or deleting the content you highlighted as defamatory. Since the reviewer hasn't updated their review to edit or delete this content, we've removed the review from your profile page.

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

Thanks,

Content Integrity Team

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Trustpilot A/S

Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Company no. 30276582

[LV0JL7-XXE63]

Halla (Trustpilot Content Integrity)

7 Aug 2025, 15:05 BST

Hello,

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First of all, please rest assured that we take this matter very seriously. we want to inform you that the **three already flagged reviews have already been reviewed and taken offline from your platform:**

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Third point, you mentioned that **some individuals have been attacks you on social media**, which is deeply concerning. To address this properly, **we will escalate the issue to our concerned team**. They will reach out to you as soon as possible to ensure you receive the full support you deserve.

Thank you for sharing your experience with us and for your understanding.

Warm regards,

Halla,

Content Integrity Team

★ Trustpilot



We are rated 4.4 out of 5

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Anthony Brodie

7 Aug 2025, 10:40 BST

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Please note that my business is being actively defamed, and your team should be thoroughly reviewing every email before replying — if basic logical reasoning is applied.

Regarding the review I'm referring to — not the one linked to this ticket — please take it offline immediately.

If your process requires you to copy and paste responses until you eventually reach the correct email, please ensure you actually read the context and respond accordingly.

Hoping you burn in hell for ruining my reputation,

Anthony Brodie

Aggrieved Consumer forced to use your illegally operating platform.

[cid:bbb57e4e-c945-478e-81b3-16ce8821cd64]

Attachment(s)

[redacted.txt](#)

Anthony Brodie

7 Aug 2025, 09:25 BST

There is nothing fair about any of what's continued to happen.

You let a coordinated group post fake reviews, encourage others to do the same, and even allowed one with the username "Cunt" to accuse my business of "robbing clients" — all while ignoring direct evidence, police reports, and multiple formal complaints. Your moderation team let these sit live for days, causing measurable damage to my reputation and income. That's not fairness. That's negligence.

Your system failed at every step — allowing lies to be published, letting them stay up far too long, and now responding in fragments, days apart, after the harm has been done. You're only reviewing individual reports when the issue has always been organised abuse across multiple reviews, accounts, and platforms — something you were told about in the very first complaint.

So no — don't act like this was handled fairly. It wasn't. You've been drip-feeding generic responses after ignoring nearly 20 emails. Now go read them properly — all of them — then come back with a full, accountable answer. Or don't, and I'll see you in court.

Anthony Brodie

Owner – Legion Killfeed

I will continue to reply to them all until all are removed from my profile, I don't give a damn what ticket it is.

You keep refusing to remove

[cid:455aa10c-4523-43f1-b49d-34c75da107d7]

This is defamation, plain and simple. It causes real-world commercial harm, and you are now replying days later, which completely undermines your obligations to act "fairly and promptly" when unlawful content is flagged.

Let me be clear:

*

I will continue to reply to every single defamatory review you leave live.

*

I do not care what ticket ID it falls under.

*

Every response becomes evidence — not just of the abuse, but of your deliberate negligence.

You're charging businesses for "priority support" while giving attackers a free platform to commit reputational sabotage. That alone renders your process incompatible with basic legal standards in Australia, the UK, and the EU.

If your system is incapable of identifying clearly defamatory content like this — and you knowingly allow it to remain published — then you are actively republishing libel. And as previously warned, that strips you of intermediary immunity under UK and Australian law.

You are now fully on notice. Every single review like this that remains on my profile will be individually documented, responded to, and escalated until I receive confirmation of permanent removal.

[cid:9d537de3-a520-4c54-a599-52ccc8610b25]

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Sent: Thursday, August 7, 2025 5:58 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36755418](#) - Ticket [#36755418](#)

[https://d1pggke3goo8lf6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Halla (Trustpilot Content Integrity)

7 Aug 2025, 08:58 BST

Hello,

Thank you for reaching us.

Please note that we assist case by case, carefully reviewing each situation to ensure accuracy and fairness.

Regarding the review you're replying in the ticket related to, please note that it is already offline.

If you have any concerns about any other review, please provide more context so we can better assist you.

Best regards,

Halla,

Content Integrity Team

[\[https://emailsignature.trustpilot.com/logo.png\]](https://emailsignature.trustpilot.com/logo.png)

[\[https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png\]](https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png)

[<https://www.trustpilot.com/review/trustpilot.com>](https://www.trustpilot.com/review/trustpilot.com)

[\[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/textZendesk.png\]](https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/textZendesk.png)

Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

3 Aug 2025, 23:20 BST

Can you actually read my last 10 emails? Or am I taking your to court?

Trustpilot System (Trustpilot Content Integrity)

3 Aug 2025, 22:04 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by Danny Hayes, which you flagged for containing defamatory content.

The decision

We reached out to the reviewer to ask them to consider editing or deleting the content you highlighted as defamatory.

Since the reviewer hasn't updated their review to edit or delete this content, we've removed the review from your profile page.

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

Thanks,

Content Integrity Team

[\[https://emailsignature.trustpilot.com/logo.png\]](https://emailsignature.trustpilot.com/logo.png)

[\[https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png\]](https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png)

<<https://www.trustpilot.com/review/trustpilot.com>>

[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png]

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[help.zendesk.com/hc/requests/new?](https://trustpilot-help.zendesk.com/hc/requests/new?ticket_form_id=20760979389597&tf_4485399523985=decision_dispute_process_form__user_role__business&tf_4485409281297=36755418&tf_20921283130013=36755418&tf_28223032=&tf_28203981=https://www.trus)

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[tpilot.com/users/connect?](https://trustpilot-help.zendesk.com/hc/requests/new?ticket_form_id=20760979389597&tf_4485399523985=decision_dispute_process_form__user_role__business&tf_4485409281297=36755418&tf_20921283130013=36755418&tf_28223032=&tf_28203981=https://www.trus)

[redirect=/reviews/688b94bee4c305e4065e432c/edit&token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCIsImtpZCI6InYyIn0.eyJ0eXBlljoQ29uc3VtZXIiLCJwYXlsb2Fkljp7ImNvbnN1bWVyaSWQiOiI2ODhiOTQ5ZjY1MTI1ZThlMDMzMm14NzUiLCJs...](https://trustpilot-help.zendesk.com/hc/requests/new?ticket_form_id=20760979389597&tf_4485399523985=decision_dispute_process_form__user_role__business&tf_4485409281297=36755418&tf_20921283130013=36755418&tf_28223032=&tf_28203981=https://www.trus)>

Trustpilot A/S

Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Company no. 30276582

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Annnnd They Are on Notice.pdf

HowDareYou.pdf

EuropeanOmbudsman EU Agency for Cybersecurity2.png

EuropeanOmbudsman EU Agency for Cybersecurity.png

Complaint_to_Danish_Consumer_Authority_Detailed.pdf

Report an issue affecting your business · ACCC_redacted.pdf

Coordinated Harrassment.pdf

Submitted-Brett-Jones.pdf

Formal Criminal Complaint to Canadian Authorities Brett Jone.pdf

Formal Complaint to the eSafety Commissioner – Coordinated International Harassment and Defamation C.pdf

Formal Complaint to Thames Valley Police.pdf

Trustpilot_Complaint_04Aug2025.pdf

Meta_Complaint_04Aug2025.pdf

The Drama.pdf

Attachment(s)

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Halla (Trustpilot Content Integrity)

7 Aug 2025, 08:58 BST

Hello,

Thank you for reaching us.

Please note that we assist case by case, carefully reviewing each situation to ensure accuracy and fairness.

Regarding the review you're replaying in the ticket related to, please note that it is already offline.

If you have any concerns about any other review, please provide more context so we can better assist you.

Best regards,

Halla,

Content Integrity Team



We are rated **4.4** out of **5**

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

Anthony Brodie

3 Aug 2025, 23:20 BST

Can you actually read my last 10 emails? Or am I taking your to court?

Trustpilot System (Trustpilot Content Integrity)

3 Aug 2025, 22:04 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by Danny Hayes, which you flagged for containing defamatory content.

The decision

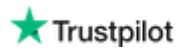
We reached out to the reviewer to ask them to consider editing or deleting the content you highlighted as defamatory.

Since the reviewer hasn't updated their review to edit or delete this content, we've removed the review from your profile page.

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**

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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 <Brodiess@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject	Re: Decision on the review you've flagged - Ticket #36755418 - Ticket #36755418
Thread-Topic	Decision on the review you've flagged - Ticket #36755418 - Ticket #36755418
Thread-Index	AQHcB3EYRfEkG6MCqEenLRpbv75gtrRW68PYgABN9OSAAABg6oAACvAegAAUxFeAAHqAsg==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Fri, 08 Aug 2025 09:21:38 +1000
Message-ID	<SL2P216MB2029C45B2D5B87FE00F853ADDA2CA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<LV0JL7XXE63@zendesk.com> <LV0JL7XXE63_6894b295e723_5515901234c1_sprut@zendesk.com> <LV0JL7XXE63_688fcef1a4d4_a415a02746d_sprut@zendesk.com> <LV0JL7XXE63_68945cad65959_a01590680de_sprut@zendesk.com>> <LV0JL7XXE63_68945cad8077e_5a15909949f_sprut@zendesk.com> <SL2P216MB2029C3EAC7CD784F0364849ADA20A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <SL2P216MB20299DD37B1ECCB622E183E2DA2CA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <PU4P216MB20271757CC74E83063BD5C50DA2CA@PU4P216MB2027.KORP216.PROD.OUTLOOK.COM> <SL2P216MB202932A571EC079709E788D1DA2CA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM> <LV0JL7XXE63_6894bc1238bd5_8215903250757_sprut@zendesk.com> <SL2P216MB20297EDB9456693260D53F7ADA2CA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
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Content-Language	en-US
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X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
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MIME-Version	1.0