
Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #36723684

From Soul Legion <legionkillfeed@outlook.com>

Date Fri 8/8/2025 11:23 PM

To Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Dear Shahana A,

I write in response to your decision **refusing to remove a plainly defamatory review** on the Legion Killfeed Trustpilot profile (review ID: 6891f28ff1af81b4b169cffd). As Trustpilot's Content Integrity representative, you have now been repeatedly informed that this content is not only false and malicious but **unlawful** in multiple jurisdictions. By continuing to publish this review despite clear notice of its falsity, Trustpilot is effectively **facilitating knowing defamation**, in direct contravention of its own policies and applicable law. I urge you to reconsider this stance immediately in light of the following facts and legal considerations.

Background: False Review & Prior Notifications

The review in question was posted as part of a **coordinated online harassment and defamation campaign** against my business, Legion Killfeed, an Australian-based service. The reviewer (going by the name "Matt Mcglouglin," though no such person appears in any of our customer records) falsely alleges that I *"delete customer servers if they disagree with [me]."* This claim is absurd and **technically impossible** – our service runs on Nitrado-hosted servers using customer-generated API tokens, which do **not** permit us to delete a customer's server in any scenario. In other words, the review asserts a defamatory falsehood as fact. We have **zero record** of any interaction with a "Matt Mcglouglin" (no payments, support tickets, Discord logs, etc.), confirming that this individual was never a customer and **had no genuine service experience** to review. Rather, evidence indicates this person is associated with a known group of bad actors who have been organizing a smear campaign (indeed, we have screenshots of this individual encouraging others on Facebook to "review bomb" our service).

Trustpilot has been put on notice of the unlawful nature of this content multiple times. I followed the proper Trustpilot reporting procedure when the review first appeared: I *flagged* it through the business dashboard for containing false, defamatory allegations. Your system initially took appropriate action – Trustpilot's automated process **contacted the reviewer for proof of their experience**, and when *no proof or response was provided within the required time*, I was notified that the review would be taken down. This was the correct outcome under Trustpilot's procedures and **confirmed that the review was effectively rejected** for violating your guidelines. However, inexplicably, the review **remained visible** (or was later reinstated) despite the reviewer's non-compliance. It appears the reviewer may have been allowed to "update" or edit the review, which caused it to be republished. Trustpilot's own Content Integrity team then informed me (via your correspondence) that the review would *not* be removed, claiming it "does not breach our guidelines." This reversal – from an initial decision to remove the review to a later refusal – is **deeply puzzling and internally contradictory**. Not only does it defy Trustpilot's standard dispute process, it also **deprived me of any further recourse** through the platform: once your team closed the case, the option to report or dispute the review again was effectively gone. This lack of an accessible appeal or escalation mechanism **violates the spirit of Trustpilot's own standards** of fairness and integrity in content moderation. I must emphasize that **Trustpilot was (and is) fully aware** that this review is fake and defamatory – yet it remains live. At this stage, continuing to host this content **constitutes knowing publication of defamation**.

Defamatory and Malicious Nature of the Review

To leave no doubt, the review is **defamatory per se**. It imputes serious professional misconduct (essentially accusing us of fraudulent behavior toward customers) in a manner likely to cause harm to our reputation. The statements are **demonstrably false** – as noted, the supposed wrongdoing (deleting customers' servers out of spite) is not only fabricated but technically impossible on our platform. The review was clearly posted with **malicious intent**, not as an honest opinion or genuine customer feedback. Trustpilot's own guidelines define a defamatory statement as *"a false statement about a person or business that harms their reputation and causes financial loss"*, and explicitly *prohibit* defamatory content on the platform. This review squarely meets that definition: it is a false statement of fact that has caused actual reputational harm and loss of business. By Trustpilot's **own standards**, such content is *not allowed* and should be removed once identified.

Moreover, the **context** of this review underscores its malicious falsity. As detailed in our prior communications, my business has been targeted by a group of individuals (including a competitor) who organized on Facebook to spread lies and harass us. Several fake reviews were posted in late July as part of this attack – using obscene language, baseless accusations of "scamming," etc. –

and **none** of these reviewers had legitimate customer experiences. In fact, one of the ring-leaders (a UK competitor, Danny Hayes) openly **bragged on Facebook** about leaving a bad Trustpilot review as a tactic to harm us. We suspect “Matt Mcgloughlin” is either an alias of one of these individuals or someone they recruited, as his claims mirror the others’. Notably, *Trustpilot’s guidelines forbid reviews by people with a conflict of interest (such as competitors)* and prohibit **coordinated attacks** or “campaigns” to manipulate a business’s rating. This review violates those rules on multiple fronts: it is **not a genuine, independent review**, but part of a targeted harassment effort. The *malicious intent* is further evidenced by the tone (meant to incite distrust and outrage) and the fact that the same false allegations were propagated in other forums. Trustpilot itself acknowledges that *“fake reviews undermine trust and are illegal... We do not tolerate them on our platform.”* Yet here we are – an obviously fake, harmful review remains displayed on Trustpilot, undermining both my business and Trustpilot’s credibility as a source of honest customer feedback.

Trustpilot’s Handling: Policy Violations and Internal Contradictions

Frankly, I am alarmed by Trustpilot’s handling of this matter. **Trustpilot’s own Terms of Use and Content Guidelines have been blatantly breached**, but your Content Integrity team’s actions (or inaction) don’t align with those policies. A few points to note:

- **Obvious Policy Violations:** The review in question (and related ones from the same campaign) contain clear-cut violations – defamatory allegations, likely a conflict of interest, and, in at least one case, extreme profanity. For example, one of the false reviews was posted by a user with the name “C**t” – an obscene slur that *unquestionably* violates Trustpilot’s profanity rules. Trustpilot’s Terms state that usernames must not contain anything defamatory or obscene, yet that user and review were initially allowed to appear. (It is hard to imagine a more blatant policy breach than an account literally named after a curse word). The defamatory content itself – accusing us of “*robbing*” customers, “*scamming*,” etc. – is explicitly prohibited by the guidelines. Trustpilot even provides a mechanism to report reviews for defamation, which I utilized. **By Trustpilot’s own definitions, this review is patently impermissible**, as it consists of false claims that cause significant reputational harm. It should have been **swiftly removed** once flagged.
- **Initial Removal Then Reinstatement:** As noted, when I reported the review, Trustpilot’s process *initially worked* – the review was put into a “pending” state while the reviewer was asked to provide evidence of their transaction. They failed to do so, and I was informed that the review would be taken down for violating guidelines. However, despite this, the review reappeared (marked as “updated”), presumably because the reviewer edited it or responded belatedly. Trustpilot **should not permit a known fake review to resurface** in this manner. Once a review has been deemed invalid (e.g. reviewer cannot prove they were a customer), the proper course is permanent removal. Allowing the offender to simply tweak their wording and *republish* the libel is a gross lapse. This sequence of events suggests an internal breakdown or override of standard procedure, which is highly concerning. It also means that at least *one Trustpilot staff member explicitly reviewed this case and decided to leave the review online* – a decision that flies in the face of the facts and Trustpilot’s obligations.
- **Contradictory Rationale:** The rationale provided to me for refusing removal was that the review “does not breach our guidelines.” Respectfully, that position is **untenable**. Trustpilot’s guidelines absolutely ban exactly this kind of content. Declaring an obviously defamatory, false review as somehow compliant with guidelines defies logic and Trustpilot’s own written policies. If anything, this points to a failure in applying your guidelines consistently. (It is worth noting that another demonstrably violative review from the same campaign *was* removed after I reported it, indicating Trustpilot did recognize the problem in at least some instances. Yet the review by “Matt Mcgloughlin” remains – without any coherent explanation. Such inconsistency is unacceptable.)
- **No Further Recourse:** After your team’s refusal, the Trustpilot platform provided me no further means to contest or appeal the decision. The review is effectively locked in place. This lack of recourse contradicts Trustpilot’s commitment to content integrity and fairness. Trustpilot *publicly touts* that it removes harmful or illegal content when made aware of it, and that it doesn’t allow users to harass or threaten businesses through repeated harmful reviews. In practice, however, your system has left me, the victim of defamation, with **no remedy** on your platform, despite clear evidence. I had to escalate outside the normal process (via legal channels and this letter) to even get attention on this issue. This reflects poorly on Trustpilot’s content integrity processes.

In sum, Trustpilot’s handling of this matter has thus far **failed to uphold your own standards**. By leaving the review live even after confirming it’s baseless, Trustpilot is effectively *endorsing* a lie and giving a megaphone to a harasser.

Legal Implications Across Jurisdictions

I must turn now to the **legal ramifications** of Trustpilot’s continued publication of this defamatory review. Legion Killfeed is based in Australia, the content is accessible worldwide, and the harm is being felt internationally. Therefore, **multiple jurisdictions’ laws are relevant**. I urge you to consider the following:

Australian Law:

Australia has **strict defamation laws** and does *not* provide broad immunity to platforms, especially once they have knowledge of defamatory material. Under the uniform *Defamation Act 2005* (enacted in all Australian states), a business like mine (being a small business with fewer than 10 employees) is expressly permitted to sue for defamation. The false allegations in the review – accusing us of effectively defrauding customers – *constitute defamation per se* and have caused “serious harm” to my reputation and business, satisfying Australia’s harm threshold for defamation claims. Crucially, Australian courts have held that even third-party online comments can render the platform or page owner a **publisher** of the defamation, if they have the ability to moderate and fail to do so. The High Court’s decision in *Fairfax Media v Voller (2021)* confirmed that entities hosting or curating content (even Facebook pages) can be liable as publishers of user comments. By analogy, **Trustpilot – which actively curates and publishes user reviews – will be considered a publisher of defamatory reviews once it knows of them and leaves them up**. In this case, Trustpilot indisputably has knowledge now. Australian law would view Trustpilot’s **failure to remove the known defamatory review as participation in the publication** of that defamation. Any defense Trustpilot might have had as a neutral intermediary evaporates once you are on notice of the illegality and choose to continue publishing it. Indeed, given the facts (clear falsity, serious accusations, no valid defense like truth or honest opinion), we would have a very strong case against both the reviewer and potentially Trustpilot itself as a co-defendant for ongoing publication **after notice**.

In addition, Australia’s criminal and regulatory measures against online abuse come into play. The **Criminal Code Act 1995 (Cth)** §474.17 makes it a criminal offence to use a carriage service (internet) to menace, harass or cause offence. The coordinated false review campaign likely violates this provision, underscoring that such content is recognized by Australian law as seriously harmful and unlawful. While Trustpilot (as a corporation) might not be charged under this section, *any individual staff* knowingly facilitating the ongoing harassment could be seen as complicit in principle. Separately, the **Online Safety Act 2021 (Cth)** empowers the *eSafety Commissioner* to issue **takedown notices** for “adult cyber-abuse” and other harmful online content. I have already filed a formal complaint with the eSafety Commissioner regarding the sustained defamatory harassment against my business. The false review at issue here clearly contributes to that “cyber-abuse.” If Trustpilot will not remove it promptly, I will press for the eSafety Commissioner’s intervention. The Act was designed to **curb exactly this kind of online abuse**, and a campaign of malicious false reviews can fall within its ambit. Regulatory scrutiny by Australian authorities (such as the ACCC for misleading conduct, or eSafety for harmful content) is a very real possibility if this situation continues. Finally, let me emphasize: unlike the United States, **Australia has no equivalent of Section 230 immunity** for platforms – being an international platform does not shield Trustpilot from Australian defamation law if harm is occurring here.

United Kingdom:

The content is also accessible in the UK, and indeed members of the harassment group (e.g. Mr. Hayes) are UK-based. The UK’s *Defamation Act 2013* is directly relevant. Under section 5 of that Act, a website operator has a defense against defamation liability **only if** it was not the one posting the content *and* it **complies with certain requirements upon receiving a notice of complaint**. Those requirements essentially mean that when a defamation complaint is lodged, the platform must **act promptly** – especially if the author of the post is anonymous or cannot be readily contacted – typically by removing the defamatory material, unless the author credibly proves the truth of it. I have indeed provided a formal **Notice of Complaint** regarding this review (through both the Trustpilot flagging system and direct communications to your legal department). Trustpilot has thus been *explicitly notified* that the review is defamatory. If Trustpilot fails to remove the review or otherwise follow the required procedure, it **forfeits the Section 5 defense** and can be held liable as a publisher of the defamation. In other words, now that you know the content is false and harmful, a UK court could deem **Trustpilot responsible for the continued publication** of that content. The Defamation Act’s intent was to encourage platforms to behave responsibly once notified – a principle Trustpilot should heed.

Additionally, the **Protection from Harassment Act 1997** in the UK provides both civil and criminal remedies against a course of conduct that amounts to harassment. The campaign against Legion Killfeed (of which this review is a part) could potentially be viewed as harassment if there is a pattern of coordinated abusive acts. The use of obscene insults, coordinated “brigading” of fake reviews, and cross-platform targeting all suggest a *harassing course of conduct*. While enforcement of harassment law is typically directed at the individuals, Trustpilot’s continued facilitation after warning is troubling. UK law also criminalizes certain forms of malicious communications. For instance, posting grossly offensive or false messages to cause harm can be an offence under the **Communications Act 2003** or **Malicious Communications Act 1988**. Again, these laws underscore that the content at issue here is unlawful. The bottom line is that under UK law, this review is clearly defamatory (and causing serious harm to my business, which is the threshold for business defamation cases in the UK). Each person who posted such lies could be sued for libel individually. And now Trustpilot itself is on the verge of being considered a **publisher** of these lies, because you have been put on notice and yet the material remains available.

Canada:

It has come to light that some individuals involved in this harassment campaign may be in Canada, or at least some of the defamatory statements have been shared in Canadian forums. Canada’s laws, like the UK’s and Australia’s, **do not provide immunity to platforms** in the way U.S. law does. There is *no Section 230 in Canada*. Canadian defamation law would view the statements in this review as **plainly defamatory**, with no “actual malice” standard protecting the defamer in a case like this (I am not a public figure, and even if I were, the statements were made with actual malice). Notably, Canada’s **Criminal Code** still

contains provisions on **criminal defamatory libel**. Sections 298-301 of the Code make it a criminal offence to publish defamatory material that the publisher knows is false, with penalties of up to **5 years imprisonment**. This underscores how seriously Canadian law treats *knowingly false accusations* that damage reputation. If any part of this campaign has a Canadian nexus, those provisions could theoretically be invoked. And similar to the UK/Australia approach, a Canadian court could hold Trustpilot liable as a publisher once you've been notified and fail to act. At the very least, I have the option to pursue legal action in Canadian courts should the perpetrators or the effects of the defamation be connected to Canada. In every jurisdiction that lacks a broad immunity statute, **the law imposes obligations on intermediaries (like Trustpilot) once they are aware of defamation**. Trustpilot cannot simply ignore a valid defamation notice without potential consequences.

United States (Platform Liability Considerations):

I acknowledge that Trustpilot is an international company and that Trustpilot Inc. has substantial operations in the United States. You might be considering U.S. law – specifically, **Section 230 of the Communications Decency Act (47 U.S.C. §230)** – which generally provides online platforms immunity from liability for third-party content. It is true that, in a U.S. context, Trustpilot would ordinarily not be liable for defamation posted by a user. However, I want to stress a few points:

1. **Section 230 does not bind or protect you outside the U.S.:** Trustpilot operates globally. The defamation is occurring and causing harm in countries (like Australia, the UK, Canada) where Section 230 has no applicability. You cannot hide behind U.S. law as a shield while ignoring the laws of the jurisdictions where the victims and much of the harm are located. Any notion of doing so would be seen as bad faith and unsustainable, especially as regulators worldwide tighten oversight of online platforms.
2. **Section 230 is irrelevant to your ability to remove this content:** Importantly, Section 230 **does not prevent Trustpilot from voluntarily removing defamatory or policy-violating content** – in fact, it encourages moderation by protecting platforms when they do remove problematic material. So even under U.S. law, you have every right (and I would say, moral duty) to take down content that violates your policies or is unlawful. Nothing in U.S. law compels you to keep a defamatory review up; immunity is not an excuse for complicity.
3. **Knowledge changes the game:** While Section 230 provides broad immunity, it does not necessarily immunize a platform that **actively participates in the development of unlawful content** or that might, in some circumstances, distribute content with specific knowledge of its illegality (there are nuanced and evolving discussions in U.S. jurisprudence about a platform's liability when it *solicits* or **knowingly distributes** defamatory material). I won't delve into those here, because our primary legal avenues will be abroad. However, even in the U.S., if a pattern emerged of Trustpilot willfully hosting libel or if Trustpilot were seen as **collaborating** in a smear campaign, it could attract unwanted attention from regulators. For example, the U.S. Federal Trade Commission has pursued cases against **organized fake review schemes** as deceptive practices. A coordinated campaign of false reviews could potentially be viewed as a form of fraud or deceptive practice, and while the primary liability there lies with the organizers, a platform that is informed of such a scheme yet turns a blind eye might draw regulatory scrutiny. Additionally, any **U.S. individuals** involved in this harassment could face consequences (for instance, federal cyberstalking or harassment laws, if applicable). The key takeaway is that Section 230 does not make the defamatory content any less wrong, nor does it prevent Trustpilot from doing the **right thing**. Relying on a legal technicality to justify inaction would severely undercut Trustpilot's claim to integrity and could expose the company to litigation in more plaintiff-friendly forums, as well as reputational damage.

In short, **across all relevant jurisdictions**, the law recognizes this review (and the related campaign) as unlawful defamation and harassment. The individuals who authored the lies are fully liable and are being pursued through various channels. Now that Trustpilot has been **explicitly informed** of the falsity and illegality of the content (and indeed was already informed through my initial flags), Trustpilot stands at a crossroads: **either act responsibly and remove the defamatory content, or be deemed complicit in its continued publication**. There is no middle ground. Every moment that the review stays up compounds the harm and increases Trustpilot's potential exposure.

I also note that we have lodged formal complaints with authorities and organizations in multiple countries: this includes Australia's *eSafety Commissioner* (for cyber-abuse), the UK's *Thames Valley Police* (ref. case 43250388789, for harassment and malicious communications), Canadian authorities (for the defamatory libel and harassment aspects), as well as reporting the coordinated campaign to Meta (since it originated on Facebook). Trustpilot's persistence in hosting this content despite these ongoing investigations is being documented. Should litigation ensue, there will be a clear paper trail showing that Trustpilot was **repeatedly warned** yet chose to ignore those warnings.

Trustpilot's Liability and Staff Accountability

Let me be clear: by continuing to publish this review, **Trustpilot is now arguably just as liable as the original author** for its defamatory content. The law treats a platform that knowingly republishes defamation as a **publisher** itself once notice has been given. This letter itself serves as further notice. Trustpilot can no longer plead ignorance or neutrality. If the review is not removed immediately, I will take it as evidence of Trustpilot's *intentional complicity* in the defamation. We will have no choice

but to include Trustpilot as a defendant in forthcoming defamation proceedings in appropriate jurisdictions (most likely the UK and/or Australia, where the impact on us is significant and platform liability is recognized). Additionally, I will pursue all available remedies against those involved. That could extend to **individual employees or agents of Trustpilot** if evidence shows knowing, willful misconduct in handling this case. While I would prefer not to go down that route, I must put you on notice that **knowingly aiding in the publication of defamatory material can carry personal consequences** in some circumstances (at minimum, any internal negligence or bad-faith refusal to enforce policies will reflect extremely poorly if regulators examine Trustpilot's practices).

Trustpilot's **own terms of service** give you broad discretion to remove content that violates your guidelines or the law. The users who posted these lies *forfeited any benefit of the doubt* by flagrantly breaking the rules and the law. There is absolutely no legal or ethical barrier to you removing their posts – on the contrary, by not removing them, Trustpilot is essentially **providing a platform for defamation**. This runs counter to everything Trustpilot claims to stand for.

Demands and Next Steps

1. Immediate Removal: I insist that Trustpilot **immediately and permanently remove** the defamatory review by “Matt Mcgloughlin” (and any other reviews identified as part of this campaign). “*Permanent*” means the review should be deleted or fully suppressed so that it is no longer visible to the public in any form, and it should not be allowed to reappear (for example, via an “updated” status) under any circumstances. Trustpilot must ensure its algorithms or staff do not unintentionally resurrect this content once it's removed. Given that this review was already once deemed violative, I expect no less than complete removal. Please note: simply “masking” the review or moving it off our main profile is insufficient – it needs to be gone **entirely**, and **no longer count** toward our TrustScore or review count.

2. Account Suspension: I request that Trustpilot **suspend or ban the user account** that posted this fake review, as well as any related accounts involved in the campaign. Trustpilot's policies state that users who abuse the platform with false or harmful reviews or who harass businesses may be suspended. This situation clearly qualifies – these accounts (including the one under discussion) were created or used in bad faith to inflict harm. Allowing a user with an obscene name or a record of malicious posts to continue using Trustpilot would be unconscionable. Taking firm action by banning these profiles will not only prevent further abuse of *my* business (e.g. to stop them from reposting or reviewing us again), but will also send a message that Trustpilot does not tolerate such misconduct on its platform.

3. Written Acknowledgment & Trustpilot's Position on Liability: I formally **request a written response** from Trustpilot addressing this situation. Specifically: **(a)** I ask that you acknowledge that this review violated Trustpilot's guidelines and that leaving it up after notice was a mistake, and **(b)** I want to know Trustpilot's official position on its liability and the accountability of its staff in this matter. This means I expect you to clarify, in writing, whether Trustpilot accepts that it has a responsibility to remove defamatory content once notified (as the law requires in the UK/AUS, for example). Do you recognize that by being put on notice and not acting, Trustpilot could be assuming legal liability for continued publication? I also want to know what went wrong internally – was this an error in applying policy, a misjudgment by a Content Integrity agent, or a systemic issue? And crucially, **what will be done about it?** Will there be any accountability for the Trustpilot personnel who failed to enforce the guidelines here? Trustpilot often speaks about “Content Integrity,” but in this case content integrity was not upheld. The response should include what steps Trustpilot will take to ensure this doesn't happen again (e.g. re-training staff, revisiting the process for defamation reports, etc.). I am requesting this partly for the record – to have documentation that Trustpilot acknowledges the problem – and partly to give Trustpilot an opportunity to recommit to its obligations going forward. Given that I had to escalate matters this far, such an acknowledgment is important to restore some trust on my side that Trustpilot takes this seriously.

4. Preservation of Evidence: I ask that Trustpilot **preserve all evidence and records** related to this review and the associated accounts. This includes the original content of the review (in case the user alters or deletes it), the account information of “Matt Mcgloughlin” (and any linked accounts), IP logs, any internal moderation notes or correspondence about my flags, and any other relevant data. Since law enforcement and legal actions are in progress, it is vital that no data be deleted. If subpoenas or court orders become necessary, we will seek that information. I also request that, if needed, Trustpilot be prepared to **confirm certain facts** on the record – for example, confirming that the reviewer could not verify any purchase/use of my service when asked, that they did not respond to the information request (triggering the initial takedown), etc. This kind of cooperation is often how platforms support the truth in legal disputes, and I hope Trustpilot will cooperate should the need arise.

5. Ongoing Engagement with Authorities: As noted, this issue is not in a vacuum – it is part of a larger harassment campaign under investigation by various authorities. I expect Trustpilot to **cooperate with any official inquiries** that may come your way (for instance, if the police reach out for information on the fake accounts). At this stage, I am giving Trustpilot one more chance to resolve the matter amicably by removing the defamatory material. But make no mistake: if swift action is not taken, I will be pursuing all available legal avenues. This will likely involve multi-jurisdictional litigation and could attract regulatory attention to Trustpilot's content moderation practices. That is in nobody's interest except the defamers themselves.

Sent: Friday, August 8, 2025 10:54 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket #36723684 - Ticket #36723684



Shahana A (Trustpilot Content Integrity)

8 Aug 2025, 13:54 BST

Hello Anthony,

Thank you for your message, and I'm truly sorry for any inconvenience caused during this process.

We would like to clarify that the review in question has already been **filtered and taken down** from your business profile. As a result, **no further action can be taken** in this specific case through our usual process.

We would also like to inform that, if you still disagree with the outcome of our assessment, you're absolutely entitled to **dispute the decision**. You can find the **"Decision Dispute" link** at the bottom of the very first email we sent in response to this ticket.

- If you're using **Outlook**, please scroll all the way to the bottom of the email thread.
- If you're using **Gmail**, click the three dots ("...") to fully expand the message thread—this will reveal the dispute link.

Using that link will allow you to escalate the matter for a **further internal review**.

We appreciate your cooperation and are always here to ensure the process remains fair and transparent for all parties involved.

Thank you for your understanding.

Best regards,

Shahana A,
Content Integrity Team



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

Anthony Brodie

8 Aug 2025, 10:37 BST

PROVABLY FALSE!
YOU DO REMOVE REVIEWS WITHOUT REPORTS!

With absolutely no respect at all, that statement isn't accurate. I've personally seen reviews removed without being reported. During this very campaign of ignored reports, I posted an identical review on Trustpilot myself — it disappeared entirely in under three minutes. That was not the result of a user flagging it, so the claim that you "can only take action on reviews once they've been flagged" simply doesn't hold up.

On top of that, Trustpilot's own transparency report contains a disclaimer that only you have access to, which further contradicts the idea that removals only happen via public flags.

So here's the real question — are you going to save both of us the time and resolve this (including compensation for the last hours and money that had to be dedicated to arguing with Trustpilot to get reviews removed) or are you ready to be publicly humiliated by a former alcoholic with no education, no people skills, unmedicated ADHD, and a passion for destroying anyone who tries to destroy his business?

Anthony Brodie

[cid:b26a98ea-0328-4d56-ad80-709acb52527d]

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

Sent: Friday, August 8, 2025 7:02 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36723684](#) - Ticket [#36723684](#)

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

Shahana A (Trustpilot Content Integrity)

8 Aug 2025, 10:02 BST

Hello Anthony,

Thanks for sharing your concerns so openly. We completely understand how frustrating this situation must be for you.

We want to explain how our process works on our side: we can only take action on reviews once they've been flagged by users. When a review is reported, our team carefully looks into it and checks if it breaks any of our guidelines. If it does, we then take the necessary steps on it.

Because of this, we aren't able to proactively remove reviews unless it is reported. We know this might feel like a reactive approach, especially when the content has already caused issues, but it's how we ensure every review is treated fairly and consistently.

If you come across any other reviews that you feel violate our guidelines, please don't hesitate to flag them, and we'll investigate right away.

Thanks again for reaching out, and please know we take feedback like yours seriously.

Best Regards,

Shahana A,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.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]

Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

7 Aug 2025, 14:28 BST

Shahana,

You stated, in writing, that the review "has been removed from our platform, as it was found to be in violation of our guidelines."

Yet the exact review — <https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd> — is still publicly visible and marked as not breaching guidelines. I've attached the proof. This isn't an error — it's your team saying one thing and doing another. Either you knowingly sent a false statement or your system is ignoring decisions you've already made. Both are unacceptable.

You've also failed to respond to the following, which have now been raised multiple times:

1.

Why were these reviews permitted to be published in the first place, despite clear defamation?

2.

Why were they not flagged as defamatory by your system, and why does your platform offer no proper mechanism to report defamation even with documentation?

3.

Why did it take over 15 emails before any response at all?

4.

What compensation is being offered for the financial damage caused by your platform's inaction?

On top of this, I requested your ABN for legal purposes and was told to wait 10 business days — a stall tactic that only adds to your liability.

You've removed nothing. You've answered nothing.

Get it sorted.

And double whatever the amount is, you lied to me, wasted my time and you are still hosting false and damaging statements about my business. It's beyond escaping. I will peruse legal action in all jurisdictions.

Anthony Brodie

Owner – Legion Killfeed

[cid:ea43d513-ac56-4f6f-a5db-986760cb2e90]

From: Soul Legion <legionkillfeed@outlook.com> <<mailto:legionkillfeed@outlook.com>>>

Sent: Thursday, August 7, 2025 9:37 PM

To: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <<mailto:contentintegrity@trustpilot.com>>>

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

[#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> - Ticket

[#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

Shahana,

You've now confirmed that the review was removed for violating your guidelines — finally. What you haven't done is address any of the actual questions I asked.

Removing one review after the fact, after it's already caused reputational harm, financial loss, and after I had to send over a dozen emails to force action, is not a resolution. It's an

admission that your system failed.

So I'll ask again, and this time I expect real answers, not another dismissal:

*

Where is the acknowledgement of liability for hosting defamatory material after being notified?

*

Where is the explanation for your moderation failure and the deliberate obstruction created by your limited flagging options?

*

Where is the figure for compensation?

Your failure to address this meaningfully only strengthens the case that Trustpilot is operating unlawfully by allowing defamation and refusing to act until pressured. One review removed doesn't resolve the matter - it confirms it. While I appreciate that you're finally following the law, I expect a real answer to the original four points. I will not be repeating myself again.

Anthony Brodie

Owner – Legion Killfeed

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <<mailto:contentintegrity@trustpilot.com>> >

Sent: Thursday, August 7, 2025 9:31 PM

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

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

[#36723684](#) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> - Ticket

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

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 12:31 BST

Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,

Content Integrity Team

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Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

7 Aug 2025, 12:06 BST

Shahana,

Thanks for finally acknowledging the situation — though it comes after over 15 emails, multiple formal complaints, and visible financial damage. Since you now claim to take this matter seriously, I require exact and detailed explanations for the following:

1.

Why were these reviews permitted in the first place, despite containing blatantly false and defamatory statements with no basis in fact or service use?

2.

Why did your platform not classify them as defamatory, even after I provided clear legal documentation and evidence? Further — why do your flagging options not allow accurate reporting of defamatory content like this, especially when your moderation supposedly prioritises content integrity?

3.

Why did it take over 15 separate emails before anyone from your team offered a meaningful reply or even acknowledged the actual complaint being made?

4.

What is the monetary figure you intend to write on the compensation cheque for the damage caused by your platform's negligence, repeated inaction, and continued hosting of libelous content after notice?

And since your team is apparently only capable of acting on one review at a time, here is the next one that needs to be removed immediately:

<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>

That review contains provable falsehoods, no evidence of a real experience, and contributes to an ongoing coordinated harassment campaign which you are now knowingly platforming.

I expect answers, not more templated responses.

You are legally on notice.

Anthony Brodie

Owner – Legion Killfeed

[cid:971705ab-980d-4a27-b3be-9048e22b3f1f]

[<https://share.trustpilot.com/images/review?locale=en-US&reviewId=6891f28ff1af81b4b169cffd&businessUnitId=66d82cfa321310cee73d9ff7>]
<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Robert McDonovan gave Legion Killfeed - DayZ Discord Bot 1 star. Check out the full review... <<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Scam. Stay away! He takes your money and deleted your server if you disagree with anything he s ...

[<http://www.trustpilot.com><<http://www.trustpilot.com><<http://www.trustpilot.com><<http://www.trustpilot.com>>www.trustpilot.com>www.trustpilot.com<<http://www.trustpilot.com><<http://www.trustpilot.com>>www.trustpilot.com>www.trustpilot.com>

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>
<mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> > >

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Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

Thank you for sending the detailed letter about the fake reviews and harassment on your profile. We take this matter seriously.

We wanted to clarify that our approach to handling cases is to assess each situation individually, on a case-by-case basis. This allows us to carefully consider the unique circumstances and details of every case before making a decision.

Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

Thank you for your understanding.

Best regards,

Shahana A,
Content Integrity Team

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Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

4 Aug 2025, 02:40 BST

This PDF is a full legal demand letter (dated 4 August 2025) from Anthony Brodie, owner of Legion Killfeed, detailing a coordinated smear-and-harassment campaign that has generated multiple fake 1-star reviews on our Trustpilot profile.

Key points covered:

- Identifies perpetrators:
 - Daniel Santos (U.S.; Facebook alias "dani23COVID") – author of source post.

- Danny Hayes (U.K. competitor) – admits on Facebook to “bad reviews” and incites PayPal charge-backs.
- Accounts “Cunt” and “WARZONE” – obscene, non-customers posting identical false claims.
- Brett Jones (Canada; alias “MrTech9”) – banned ex-user repeating “pedophile” slur.
- Dan Ahern, Zeus Lozano – amplifiers.
- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.
- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.
- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).
- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference 43250388789.
- Demands: permanent removal of “Cunt”, “WARZONE”, “Danny Hayes” reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot’s prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

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Sent: Saturday, August 2, 2025 7:23 PM

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Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #36723684 <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>
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[https://d1pgqke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

We've reached out to the reviewer but they haven't brought their review within our guidelines<<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>> for the reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

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Trustpilot A/S
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Company no. 30276582

[GV742K-5YV39]
Trustpilot_Complaint_04Aug2025.pdf
The Drama.pdf
FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf

Attachment(s)

The
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FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf <<https://trustpilotcompliance.zendesk.com/attachments/token/NlwdCbkiRLiXpvDqfUH9nRrPf/?name=FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf>>

Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

You stated on 2 August 2025 at 10:23 BST that the review by "WARZONE" was removed due to non-compliance after your outreach.

However, as of this writing, the review ****remains publicly visible**** on our profile page and has ****not**** been taken down as claimed.

This directly contradicts your own communication and indicates a failure in your moderation process. The review in question contains false, defamatory statements from a non-customer, and its continued presence constitutes ongoing reputational damage.

This is your final reminder:

If the review is not fully removed and hidden from public view within 12 hours of this

message, formal legal proceedings will be initiated and you will be named as a co-defendant. A screenshot of the live review has already been captured for evidence.

There will be no further correspondence on this issue unless for confirmation of removal.

Anthony Brodie

Owner & Developer – Legion Killfeed

legionkillfeed@outlook.com <mailto:legionkillfeed@outlook.com>

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Trustpilot System (Trustpilot Content Integrity)

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Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

We've reached out to the reviewer but they haven't brought their review within our guidelines <<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>> for the reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]

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Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
Company no. 30276582

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Attachment(s)

image.png <https://trustpilotcompliance.zendesk.com/attachments/token/xVTejG1t7XjGP_aCS3SYpRI8vG/?name=image.png>

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

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Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

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Best regards,

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Content Integrity Team

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Anthony Brodie

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Trustpilot_Complaint_04Aug2025.pdf

The Drama.pdf

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Anthony Brodie

7 Aug 2025, 12:37 BST

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Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 12:31 BST

Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]

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

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

Sent: Thursday, August 7, 2025 8:55 PM

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

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

[#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> - Ticket
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[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

Thank you for sending the detailed letter about the fake reviews and harassment on your profile. We take this matter seriously.

We wanted to clarify that our approach to handling cases is to assess each situation individually, on a case-by-case basis. This allows us to carefully consider the unique circumstances and details of every case before making a decision.

Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

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Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

4 Aug 2025, 02:40 BST

This PDF is a full legal demand letter (dated 4 August 2025) from Anthony Brodie, owner of Legion Killfeed, detailing a coordinated smear-and-harassment campaign that has generated multiple fake 1-star reviews on our Trustpilot profile.

Key points covered:

- Identifies perpetrators:
 - Daniel Santos (U.S.; Facebook alias "dani23COVID") – author of source post.
 - Danny Hayes (U.K. competitor) – admits on Facebook to "bad reviews" and incites PayPal charge-backs.
 - Accounts "Cunt" and "WARZONE" – obscene, non-customers posting identical false claims.

- Brett Jones (Canada; alias “MrTech9”) – banned ex-user repeating “pedophile” slur.
- Dan Ahern, Zeus Lozano – amplifiers.
- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.
- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.
- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).
- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference 43250388789.
- Demands: permanent removal of “Cunt”, “WARZONE”, “Danny Hayes” reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot’s prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>
 <mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> >
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Sent: Saturday, August 2, 2025 7:23 PM

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Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket #36723684 <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>
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[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

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[GV742K-5YV39]
Trustpilot_Complaint_04Aug2025.pdf
The Drama.pdf
FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf

Attachment(s)

The

Drama.pdf<<https://trustpilotcompliance.zendesk.com/attachments/token/J3pyn7WeShEihRylouoVNzCeB/?name=The+Drama.pdf>>

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FormSubmission-report-stalking-harassmentshb-24912-25-4343-

ir01.pdf<<https://trustpilotcompliance.zendesk.com/attachments/token/NlwdCbkiRLiXpvDqfUH9nRrPf/?name=FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf>>

Anthony Brodie

2 Aug 2025, 10:34 BST

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This is your final reminder:

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Anthony Brodie
Owner & Developer – Legion Killfeed

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[GV742K-5YV39]

Attachment(s)

image.png <https://trustpilotcompliance.zendesk.com/attachments/token/xVTejG1t7XjGP_aCS3SYpRI8vG/?name=image.png>

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From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>

<mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> > >

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Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket [#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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Company no. 30276582

[GV742K-5YV39]

Trustpilot_Complaint_04Aug2025.pdf

The Drama.pdf

FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf

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redacted.txt <<https://trustpilotcompliance.zendesk.com/attachments/token/ziveJgQkIO2hdPkcyz6MPAVqv/?name=redacted.txt>>

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Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

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However, as of this writing, the review ****remains publicly visible**** on our profile page and has ****not**** been taken down as claimed.

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Anthony Brodie

Owner & Developer – Legion Killfeed

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[GV742K-5YV39]

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 12:31 BST

Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,
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Anthony Brodie

7 Aug 2025, 12:06 BST

Shahana,

Thanks for finally acknowledging the situation — though it comes after over 15 emails, multiple formal complaints, and visible financial damage. Since you now claim to take this matter seriously, I require exact and detailed explanations for the following:

1.

Why were these reviews permitted in the first place, despite containing blatantly false and defamatory statements with no basis in fact or service use?

2.

Why did your platform not classify them as defamatory, even after I provided clear legal documentation and evidence? Further — why do your flagging options not allow accurate reporting of defamatory content like this, especially when your moderation supposedly prioritises content integrity?

3.

Why did it take over 15 separate emails before anyone from your team offered a meaningful reply or even acknowledged the actual complaint being made?

4.

What is the monetary figure you intend to write on the compensation cheque for the damage caused by your platform's negligence, repeated inaction, and continued hosting of libelous content after notice?

And since your team is apparently only capable of acting one review at a time, here is the next one that needs to be removed immediately:

<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>

That review contains provable falsehoods, no evidence of a real experience, and contributes to an ongoing coordinated harassment campaign which you are now knowingly platforming.

I expect answers, not more templated responses.

You are legally on notice.

Anthony Brodie

Owner – Legion Killfeed

[cid:971705ab-980d-4a27-b3be-9048e22b3f1f]

[<https://share.trustpilot.com/images/review?locale=en-US&reviewId=6891f28ff1af81b4b169cffd&businessUnitId=66d82cfa321310cee73d9ff7>]
<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Robert McDonovan gave Legion Killfeed - DayZ Discord Bot 1 star. Check out the full review... <<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Scam. Stay away! He takes your money and deleted your server is you disagree with anything he s ...

[http://www.trustpilot.com<http://www.trustpilot.com]www.trustpilot.com<http://www.trustpilot.com>

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com<mailto:contentintegrity@trustpilot.com>>

Sent: Thursday, August 7, 2025 8:55 PM

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- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.

- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.

- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).

- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference 43250388789.

- Demands: permanent removal of "Cunt", "WARZONE", "Danny Hayes" reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot's prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com <mailto:contentintegrity@trustpilot.com>

<mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> > >

Sent: Saturday, August 2, 2025 7:23 PM

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

<mailto:legionkillfeed@outlook.com> <mailto:legionkillfeed@outlook.com> > >

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket #36723684 <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

<<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

We've reached out to the reviewer but they haven't brought their review within our guidelines <<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>> for the reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]
[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]
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Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

You stated on 2 August 2025 at 10:23 BST that the review by "WARZONE" was removed due to non-compliance after your outreach.

However, as of this writing, the review **

Attachment(s)

[image.png](#)

Shahana A (Trustpilot Content Integrity)

8 Aug 2025, 10:02 BST

Hello Anthony,

Thanks for sharing your concerns so openly. We completely understand how frustrating this situation must be for you.

We want to explain how our process works on our side: we can only take action on

reviews once they've been flagged by users. When a review is reported, our team carefully looks into it and checks if it breaks any of our guidelines. If it does, we then take the necessary steps on it.

Because of this, we aren't able to proactively remove reviews unless it is reported. We know this might feel like a reactive approach, especially when the content has already caused issues, but it's how we ensure every review is treated fairly and consistently.

If you come across any other reviews that you feel violate our guidelines, please don't hesitate to flag them, and we'll investigate right away.

Thanks again for reaching out, and please know we take feedback like yours seriously.

Best Regards,

Shahana A,
Content Integrity Team



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

Anthony Brodie

7 Aug 2025, 14:28 BST

Shahana,

You stated, in writing, that the review "has been removed from our platform, as it was found to be in violation of our guidelines."

Yet the exact review — <https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd> — is still publicly visible and marked as not breaching guidelines. I've attached the proof. This isn't an error — it's your team saying one thing and doing another. Either you knowingly sent a false statement or your system is ignoring decisions you've already made. Both are unacceptable.

You've also failed to respond to the following, which have now been raised multiple times:

1.

Why were these reviews permitted to be published in the first place, despite clear defamation?

2.

Why were they not flagged as defamatory by your system, and why does your platform offer no proper mechanism to report defamation even with documentation?

3.

Why did it take over 15 emails before any response at all?

4.

What compensation is being offered for the financial damage caused by your platform's inaction?

On top of this, I requested your ABN for legal purposes and was told to wait 10 business days — a stall tactic that only adds to your liability. You've removed nothing. You've answered nothing.

Get it sorted.

And double whatever the amount is, you lied to me, wasted my time and you are still hosting false and damaging statements about my business. It's beyond escaping. I will peruse legal action in all jurisdictions.

Anthony Brodie

Owner – Legion Killfeed

[cid:ea43d513-ac56-4f6f-a5db-986760cb2e90]

From: Soul Legion <legionkillfeed@outlook.com>

Sent: Thursday, August 7, 2025 9:37 PM

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

Subject: Re: Decision on the review you've flagged - Ticket [#36723684](#) - Ticket [#36723684](#)

Shahana,

You've now confirmed that the review was removed for violating your guidelines — finally. What you haven't done is address any of the actual questions I asked.

Removing one review after the fact, after it's already caused reputational harm, financial loss, and after I had to send over a dozen emails to force action, is not a resolution. It's an admission that your system failed.

So I'll ask again, and this time I expect real answers, not another dismissal:

*

Where is the acknowledgement of liability for hosting defamatory material after being notified?

*

Where is the explanation for your moderation failure and the deliberate obstruction created by your limited flagging options?

*

Where is the figure for compensation?

Your failure to address this meaningfully only strengthens the case that Trustpilot is operating unlawfully by allowing defamation and refusing to act until pressured.

One review removed doesn't resolve the matter - it confirms it. While I appreciate that you finally following the law, I expect a real answer to the original four points. I will not be repeating myself again.

Anthony Brodie

Owner – Legion Killfeed

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

Sent: Thursday, August 7, 2025 9:31 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36723684](#) - Ticket [#36723684](#)

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

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 12:31 BST

Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,
Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]
[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]
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Trustpilot trades on the London Stock Exchange under the ticker TRST

Anthony Brodie

7 Aug 2025, 12:06 BST

Shahana,

Thanks for finally acknowledging the situation — though it comes after over 15 emails, multiple formal complaints, and visible financial damage. Since you now claim to take this matter seriously, I require exact and detailed explanations for the following:

1.

Why were these reviews permitted in the first place, despite containing blatantly false and defamatory statements with no basis in fact or service use?

2.

Why did your platform not classify them as defamatory, even after I provided clear legal documentation and evidence? Further — why do your flagging options not allow accurate reporting of defamatory content like this, especially when your moderation supposedly prioritises content integrity?

3.

Why did it take over 15 separate emails before anyone from your team offered a meaningful reply or even acknowledged the actual complaint being made?

4.

What is the monetary figure you intend to write on the compensation cheque for the damage caused by your platform's negligence, repeated inaction, and continued hosting of libelous content after notice?

And since your team is apparently only capable of acting on one review at a time, here is the next one that needs to be removed immediately:

<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>

That review contains provable falsehoods, no evidence of a real experience, and contributes to an ongoing coordinated harassment campaign which you are now knowingly platforming.

I expect answers, not more templated responses.

You are legally on notice.

Anthony Brodie

Owner – Legion Killfeed

[cid:971705ab-980d-4a27-b3be-9048e22b3f1f]

[<https://share.trustpilot.com/images/review?locale=en-US&reviewId=6891f28ff1af81b4b169cffd&businessUnitId=66d82cfa321310cee73d9ff7>]
<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Robert McDonovan gave Legion Killfeed - DayZ Discord Bot 1 star. Check out the full review...<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Scam. Stay away! He takes your money and deleted your server is you disagree with anything he s ...

[<http://www.trustpilot.com><<http://www.trustpilot.com>]www.trustpilot.com<<http://www.trustpilot.com>>

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com><contentintegrity@trustpilot.com>>

Sent: Thursday, August 7, 2025 8:55 PM

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

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

#36723684 <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> - Ticket

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Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

Thank you for sending the detailed letter about the fake reviews and harassment on your profile. We take this matter seriously.

We wanted to clarify that our approach to handling cases is to assess each situation individually, on a case-by-case basis. This allows us to carefully consider the unique circumstances and details of every case before making a decision.

Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

Thank you for your understanding.

Best regards,

Shahana A,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]

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

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

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Anthony Brodie

4 Aug 2025, 02:40 BST

This PDF is a full legal demand letter (dated 4 August 2025) from Anthony Brodie, owner of Legion Killfeed, detailing a coordinated smear-and-harassment campaign that has generated multiple fake 1-star reviews on our Trustpilot profile.

Key points covered:

- Identifies perpetrators:
 - Daniel Santos (U.S.; Facebook alias "dani23COVID") – author of source post.
 - Danny Hayes (U.K. competitor) – admits on Facebook to "bad reviews" and incites PayPal charge-backs.
 - Accounts "Cunt" and "WARZONE" – obscene, non-customers posting identical false claims.
 - Brett Jones (Canada; alias "MrTech9") – banned ex-user repeating "pedophile" slur.
 - Dan Ahern, Zeus Lozano – amplifiers.
- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.
- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.
- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).
- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference 43250388789.
- Demands: permanent removal of "Cunt", "WARZONE", "Danny Hayes" reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot's prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>
<mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> > >

Sent: Saturday, August 2, 2025 7:23 PM

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

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -
Ticket [#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>
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[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

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reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

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Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

You stated on 2 August 2025 at 10:23 BST that the review by "WARZONE" was removed due to non-compliance after your outreach.

However, as of this writing, the review ****remains publicly visible**** on our profile page and has ****not**** been taken down as claimed.

This directly contradicts your own communication and indicates a failure in your moderation process. The review in question contains false, defamatory statements from a

non-customer, and its continued presence constitutes ongoing reputational damage.

This is your final reminder:

If the review is not fully removed and hidden from public view within 12 hours of this message, formal legal proceedings will be initiated and you will be named as a co-defendant. A screenshot of the live review has already been captured for evidence.

There will be no further correspondence on this issue unless for confirmation of removal.

Anthony Brodie

Owner & Developer – Legion Killfeed

legionkillfeed@outlook.com <mailto:legionkillfeed@outlook.com>

<mailto:legionkillfeed@outlook.com> <mailto:legionkillfeed@outlook.com>

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

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The decision

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

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Content Integrity Team

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Attachment(s)

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Shahana A (Trustpilot Content Integrity)

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<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>>

Sent: Saturday, August 2, 2025 7:23 PM

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

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket [#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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redacted.txt <<https://trustpilotcompliance.zendesk.com/attachments/token/ziveJgQkIO2hdPkcyz6MPAVqy/?name=redacted.txt>>
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Anthony Brodie

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This is your final reminder:

If the review is not fully removed and hidden from public view within 12 hours of this message, formal legal proceedings will be initiated and you will be named as a co-defendant. A screenshot of the live review has already been captured for evidence.

There will be no further correspondence on this issue unless for confirmation of removal.

Anthony Brodie
Owner & Developer – Legion Killfeed
legionkillfeed@outlook.com <mailto:legionkillfeed@outlook.com>

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

We've reached out to the reviewer but they haven't brought their review within our guidelines <<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>> for the

reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]
[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]
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[GV742K-5YV39]

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

Anthony Brodie

7 Aug 2025, 12:37 BST

Shahana,

You've now confirmed that the review was removed for violating your guidelines — finally. What you haven't done is address any of the actual questions I asked.

Removing one review after the fact, after it's already caused reputational harm, financial loss, and after I had to send over a dozen emails to force action, is not a resolution. It's an admission that your system failed.

So I'll ask again, and this time I expect real answers, not another dismissal:

*

Where is the acknowledgement of liability for hosting defamatory material after being notified?

*

Where is the explanation for your moderation failure and the deliberate obstruction created by your limited flagging options?

*

Where is the figure for compensation?

Your failure to address this meaningfully only strengthens the case that Trustpilot is operating unlawfully by allowing defamation and refusing to act until pressured. One review removed doesn't resolve the matter - it confirms it. While I appreciate that your finally following the law, I expect a real answer to the original four points. I will not be repeating myself again.

Anthony Brodie

Owner – Legion Killfeed

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

Sent: Thursday, August 7, 2025 9:31 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36723684](#) - Ticket [#36723684](#)

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

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 12:31 BST

Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]

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

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Anthony Brodie

7 Aug 2025, 12:06 BST

Shahana,

Thanks for finally acknowledging the situation — though it comes after over 15 emails, multiple formal complaints, and visible financial damage. Since you now claim to take this matter seriously, I require exact and detailed explanations for the following:

1.

Why were these reviews permitted in the first place, despite containing blatantly false and defamatory statements with no basis in fact or service use?

2.

Why did your platform not classify them as defamatory, even after I provided clear legal documentation and evidence? Further — why do your flagging options not allow accurate reporting of defamatory content like this, especially when your moderation supposedly prioritises content integrity?

3.

Why did it take over 15 separate emails before anyone from your team offered a meaningful reply or even acknowledged the actual complaint being made?

4.

What is the monetary figure you intend to write on the compensation cheque for the damage caused by your platform's negligence, repeated inaction, and continued hosting of libelous content after notice?

And since your team is apparently only capable of acting on one review at a time, here is the next one that needs to be removed immediately:

<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>

That review contains provable falsehoods, no evidence of a real experience, and contributes to an ongoing coordinated harassment campaign which you are now knowingly platforming.

I expect answers, not more templated responses.

You are legally on notice.

Anthony Brodie

Owner – Legion Killfeed

[cid:971705ab-980d-4a27-b3be-9048e22b3f1f]

<https://share.trustpilot.com/images/review?locale=en-US&reviewId=6891f28ff1af81b4b169cffd&businessUnitId=66d82cfa321310cee73d9ff7>
<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Robert McDonovan gave Legion Killfeed - DayZ Discord Bot 1 star. Check out the full review...<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Scam. Stay away! He takes your money and deleted your server if you disagree with anything he s ...

[<http://www.trustpilot.com><<http://www.trustpilot.com>]www.trustpilot.com<<http://www.trustpilot.com>>

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com><<mailto:contentintegrity@trustpilot.com>>

Sent: Thursday, August 7, 2025 8:55 PM

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

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

#36723684<<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>> - Ticket

#36723684<<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

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We wanted to clarify that our approach to handling cases is to assess each situation individually, on a case-by-case basis. This allows us to carefully consider the unique circumstances and details of every case before making a decision.

Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

Thank you for your understanding.

Best regards,

Shahana A,
Content Integrity Team

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<<https://www.trustpilot.com/review/trustpilot.com>>
[\[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png\]](https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png)

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Anthony Brodie

4 Aug 2025, 02:40 BST

This PDF is a full legal demand letter (dated 4 August 2025) from Anthony Brodie, owner of Legion Killfeed, detailing a coordinated smear-and-harassment campaign that has generated multiple fake 1-star reviews on our Trustpilot profile.

Key points covered:

- Identifies perpetrators:
 - Daniel Santos (U.S.; Facebook alias "dani23COVID") – author of source post.
 - Danny Hayes (U.K. competitor) – admits on Facebook to "bad reviews" and incites PayPal charge-backs.
 - Accounts "Cunt" and "WARZONE" – obscene, non-customers posting identical false claims.
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 - Dan Ahern, Zeus Lozano – amplifiers.
- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.
- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.
- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).
- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference

43250388789.

- Demands: permanent removal of "Cunt", "WARZONE", "Danny Hayes" reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot's prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>

<mailto:contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com> > >

Sent: Saturday, August 2, 2025 7:23 PM

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

<mailto:legionkillfeed@outlook.com> <mailto:legionkillfeed@outlook.com> > >

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket [#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

<<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

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The

Drama.pdf <<https://trustpilotcompliance.zendesk.com/attachments/token/J3pyn7WeShEihRylouoVNzCeB/?name=The+Drama.pdf>>

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Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

You stated on 2 August 2025 at 10:23 BST that the review by "WARZONE" was removed due to non-compliance after your outreach.

However, as of this writing, the review ****remains publicly visible**** on our profile page and has ****not**** been taken down as claimed.

This directly contradicts your own communication and indicates a failure in your moderation process. The review in question contains false, defamatory statements from a non-customer, and its continued presence constitutes ongoing reputational damage.

This is your final reminder:

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Anthony Brodie

Owner & Developer – Legion Killfeed

legionkillfeed@outlook.com <mailto:legionkillfeed@outlook.com>

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Trustpilot System (Trustpilot Content Integrity)

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

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[GV742K-5YV39]

Attachment(s)

image.png<https://trustpilotcompliance.zendesk.com/attachments/token/xVTejG1t7XjGP_aCS3SYpRI8vG/?name=image.png>

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

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<contentintegrity@trustpilot.com> <mailto:contentintegrity@trustpilot.com>>

Sent: Saturday, August 2, 2025 7:23 PM

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

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged - Ticket [#36723684](https://trustpilotcompliance.zendesk.com/hc/requests/36723684) <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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[ticket form id=20760979389597&tf 4485399523985=decision_dispute_process_form — user role — business&tf 4485409281297=36723684&tf 20921283130013=36723684&tf 28223032=&tf 28203981=https://www.trustpilot.com/users/connect?redirect=/reviews/688be04caeacae9cc58c81cb/edit&token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCIsImtpZCI6InYyln0.eyJ0eXBlljoiQ29uc3VtZXliLCJwYXlsb2Fkljpw7ImNvbN1bWVYsWQlOiI2ODgyYTA3ZjY1MTI1ZWQzYWYyOTA4MjYiLCJs...>](https://www.trustpilot.com/users/connect?redirect=/reviews/688be04caeacae9cc58c81cb/edit&token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCIsImtpZCI6InYyln0.eyJ0eXBlljoiQ29uc3VtZXliLCJwYXlsb2Fkljpw7ImNvbN1bWVYsWQlOiI2ODgyYTA3ZjY1MTI1ZWQzYWYyOTA4MjYiLCJs...>)

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Company no. 30276582

[GV742K-5YV39]

Shahana A (Trustpilot Content Integrity)

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Hello Anthony,

Thank you for reaching out. We appreciate you taking the time to share your concerns, and we understand the seriousness of the issues you've raised.

After reviewing the matter, we would like to inform you that the specific review in question has been removed from our platform, as it was found to be in violation of our guidelines. As such, no further action is required or possible regarding that particular content.

If you come across any other reviews that you believe violate our policies, we kindly request you to flag them through the platform. Please note that we assess each review individually, based on its content and context, and take appropriate action in accordance with our moderation policies.

Thank you for your understanding.

Best regards,

Shahana A,
Content Integrity Team



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

Anthony Brodie

7 Aug 2025, 12:06 BST

Shahana,
Thanks for finally acknowledging the situation — though it comes after over 15 emails,

multiple formal complaints, and visible financial damage. Since you now claim to take this matter seriously, I require exact and detailed explanations for the following:

1.

Why were these reviews permitted in the first place, despite containing blatantly false and defamatory statements with no basis in fact or service use?

2.

Why did your platform not classify them as defamatory, even after I provided clear legal documentation and evidence? Further — why do your flagging options not allow accurate reporting of defamatory content like this, especially when your moderation supposedly prioritises content integrity?

3.

Why did it take over 15 separate emails before anyone from your team offered a meaningful reply or even acknowledged the actual complaint being made?

4.

What is the monetary figure you intend to write on the compensation cheque for the damage caused by your platform's negligence, repeated inaction, and continued hosting of libelous content after notice?

And since your team is apparently only capable of acting one review at a time, here is the next one that needs to be removed immediately:

<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>

That review contains provable falsehoods, no evidence of a real experience, and contributes to an ongoing coordinated harassment campaign which you are now knowingly platforming.

I expect answers, not more templated responses.

You are legally on notice.

Anthony Brodie

Owner – Legion Killfeed

[cid:971705ab-980d-4a27-b3be-9048e22b3f1f]

[<https://share.trustpilot.com/images/review?locale=en-US&reviewId=6891f28ff1af81b4b169cffd&businessUnitId=66d82cfa321310cee73d9ff7>]
<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Robert McDonovan gave Legion Killfeed - DayZ Discord Bot 1 star. Check out the full review...<<https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>>

Scam. Stay away! He takes your money and deleted your server is you disagree with anything he s ...

www.trustpilot.com

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

Sent: Thursday, August 7, 2025 8:55 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Decision on the review you've flagged - Ticket [#36723684](#) - Ticket [#36723684](#)

[https://d1pgqke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

Hello Anthony,

I hope this message finds you well.

Thank you for sending the detailed letter about the fake reviews and harassment on your profile. We take this matter seriously.

We wanted to clarify that our approach to handling cases is to assess each situation individually, on a case-by-case basis. This allows us to carefully consider the unique circumstances and details of every case before making a decision.

Please feel free to reach out if you have any specific cases you would like us to review or if you need further clarification on our process.

Thank you for your understanding.

Best regards,

Shahana A,
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>>
[\[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png\]](https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png)

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Anthony Brodie

4 Aug 2025, 02:40 BST

This PDF is a full legal demand letter (dated 4 August 2025) from Anthony Brodie, owner of Legion Killfeed, detailing a coordinated smear-and-harassment campaign that has generated multiple fake 1-star reviews on our Trustpilot profile.

Key points covered:

- Identifies perpetrators:
 - Daniel Santos (U.S.; Facebook alias "dani23COVID") – author of source post.
 - Danny Hayes (U.K. competitor) – admits on Facebook to "bad reviews" and incites PayPal charge-backs.
 - Accounts "Cunt" and "WARZONE" – obscene, non-customers posting identical false claims.
 - Brett Jones (Canada; alias "MrTech9") – banned ex-user repeating "pedophile" slur.
 - Dan Ahern, Zeus Lozano – amplifiers.
- Explains that none of these reviewers purchased or used the service; payment/Discord records confirm zero history.
- Shows reviews breach Trustpilot rules on profanity, genuine experience, conflict of interest and defamation.
- Summarises multi-jurisdictional legal exposure (UK Defamation Act 2013 s.5, Australian defamation law, Canadian criminal defamatory-libel provisions, U.S. libel per se).
- Attaches evidence bundle: Facebook screenshots (brigading instructions, incitement), review screenshots, Discord abuse logs, PayPal dispute data, police report reference 43250388789.
- Demands: permanent removal of "Cunt", "WARZONE", "Danny Hayes" reviews; suspension of those accounts; confirmation within 7 days; preservation of logs for subpoenas.

The document demonstrates Trustpilot's prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

From: Trustpilot Content Integrity

<contentintegrity@trustpilot.com> <<mailto:contentintegrity@trustpilot.com>>

Sent: Saturday, August 2, 2025 7:23 PM

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

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket #36723684 <<https://trustpilotcompliance.zendesk.com/hc/requests/36723684>>

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

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

Hi Anthony Brodie,

Thanks for the inquiry about the review by WARZONE.

The decision

We've reached out to the reviewer but they haven't brought their review within our guidelines <<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>> for the reason you flagged it. That means it's now been removed from Trustpilot and taken down from your profile page.

Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.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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Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Company no. 30276582

[GV742K-5YV39]

Trustpilot_Complaint_04Aug2025.pdf

The Drama.pdf

FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf

Attachment(s)

The

Drama.pdf <<https://trustpilotcompliance.zendesk.com/attachments/token/J3pyn7WeShEihRylouoVNzCeB/?name=The+Drama.pdf>>

Trustpilot_Complaint_04Aug2025.pdf<https://trustpilotcompliance.zendesk.com/attachments/token/xlvOgu15F3fx4VULabFoJ18DB/?name=Trustpilot_Complaint_04Aug2025.pdf>
FormSubmission-report-stalking-harassmentshb-24912-25-4343-
ir01.pdf<<https://trustpilotcompliance.zendesk.com/attachments/token/NlwdCbkiRLiXpvDqfUH9nRrPf/?name=FormSubmission-report-stalking-harassmentshb-24912-25-4343-ir01.pdf>>

Anthony Brodie

2 Aug 2025, 10:34 BST

Hi Trustpilot Content Integrity Team,

You stated on 2 August 2025 at 10:23 BST that the review by "WARZONE" was removed due to non-compliance after your outreach.

However, as of this writing, the review **remains publicly visible** on our profile page and has **not** been taken down as claimed.

This directly contradicts your own communication and indicates a failure in your moderation process. The review in question contains false, defamatory statements from a non-customer, and its continued presence constitutes ongoing reputational damage.

This is your final reminder:

If the review is not fully removed and hidden from public view within 12 hours of this message, formal legal proceedings will be initiated and you will be named as a co-defendant. A screenshot of the live review has already been captured for evidence.

There will be no further correspondence on this issue unless for confirmation of removal.

Anthony Brodie

Owner & Developer – Legion Killfeed

legionkillfeed@outlook.com <mailto:legionkillfeed@outlook.com>

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

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The decision

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]
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Company no. 30276582](https://trustpilot-help.zendesk.com/hc/requests/new?ticket_form_id=20760979389597&tf_4485399523985=decision_dispute_process_form_-_user_role_-_business&tf_4485409281297=36723684&tf_20921283130013=36723684&tf_28223032=&tf_28203981=https://www.trustpilot.com/users/connect?redirect=/reviews/688be04caeacae9cc58c81cb/edit&token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCIsImtpZCI6InYyln0.eyJ0eXBlljoiQ29uc3VtZXliLCJwYXIsb2Fkljp7ImNvbnN1bWVvYSWQioiI2ODgyYTA3ZjY1MTI1ZWQzYWYyOTA4MjYiLCJs...></p></div><div data-bbox=)

[GV742K-5YV39]

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

Shahana A (Trustpilot Content Integrity)

7 Aug 2025, 11:55 BST

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Best regards,

Shahana A,
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Anthony Brodie

4 Aug 2025, 02:40 BST

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The document demonstrates Trustpilot's prior notice and outlines planned escalation (UK CMA, ACCC, EU DSA regulators, defamation suits) if action is not taken.

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

Sent: Saturday, August 2, 2025 7:23 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: [Trustpilot Content Integrity Team] - Decision on the review you've flagged -

Ticket [#36723684](#)

[https://d1pgqke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png]

Trustpilot System (Trustpilot Content Integrity)

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Hi Anthony Brodie,

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The decision

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Anthony Brodie

2 Aug 2025, 10:34 BST

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This is your final reminder:

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There will be no further correspondence on this issue unless for confirmation of removal.

Anthony Brodie
Owner & Developer – Legion Killfeed
legionkillfeed@outlook.com

Trustpilot System (Trustpilot Content Integrity)

2 Aug 2025, 10:23 BST

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Keep in mind that if the reviewer addresses the problem at a later time, the review may be reinstated.

If you have further questions, please reply to this email.

Thanks,

Content Integrity Team



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