

From: Soul Legion <Brodiess@REDACTED.email>
To: "adrian.blair@trustpilot.com" <adrian.blair@trustpilot.com>
Subject: Subject: Cease and Desist – Removal of Defamatory Reviews of Legion Killfeed within 24 Hours Attn: Adrian Blair, Chief Executive Officer; Board of Directors; Legal Department; Content Integrity Team; and all staff responsible for content moderation.
Date: Sun, 10 Aug 2025 05:27:58 +1000

Formal Cease-and-Desist Letter (Legal Notice)

From: Anthony Brodie – Owner, **Legion Killfeed** (ABN 28387377607)
Sydney, New South Wales, Australia

To: Trustpilot A/S (Company No. 30276582)
Pilestræde 58, 5th Floor, 1112 Copenhagen K, Denmark

Attn: Adrian Blair, Chief Executive Officer; Board of Directors; Legal Department; Content Integrity Team; and all staff responsible for content moderation or review decisions.

Date: 10 August 2025

Subject: Cease and Desist – Removal of Defamatory Reviews of Legion Killfeed within 24 Hours

Dear Trustpilot Leadership and Legal Team,

I am writing to **formally demand** that Trustpilot **cease and desist** from hosting and publishing **defamatory, false reviews** about my business, **Legion Killfeed**, and to notify you of immediate legal consequences should you fail to act. Despite **numerous prior notices and complaints**, Trustpilot has continued to allow blatantly false and malicious reviews to remain on its platform, causing severe harm to my company's reputation. This letter puts Trustpilot on final notice that you must **remove the offending reviews within 24 hours** and take remedial action, or face escalating legal, regulatory, and financial consequences.

Defamatory False Reviews on Trustpilot

Trustpilot is currently hosting at least **two false and defamatory "reviews"** on the Legion Killfeed profile. These posts are **not genuine customer feedback** but part of a coordinated smear campaign. The **offending reviews** include:

- **Review by user "Z Doneskies"** – posted 8 August 2025 (Trustpilot review ID 6897009deed679476f17941d) – URL: <https://www.trustpilot.com/reviews/6897009deed679476f17941d>. This account openly admits to having had no interaction with our services beyond joining a Discord server, yet falsely claims the bot "hasn't worked" for two weeks. Only paying customers with an active server connected to Legion Killfeed can see the bot's operation, making such claims impossible without fabrication. The review misleads readers into believing there are service failures when no such failures exist, and it is posted without any genuine customer experience, in breach of Trustpilot's own guidelines. This constitutes clear defamation under applicable law.
- **Review by user "Robert McDonovan"** – posted 4 August 2025 (Trustpilot review ID 6891f28ff1af81b4b169cffd) – URL: <https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>. This newly created profile left a 1-star review titled **"Absolute SCAM,"** falsely asserting: *"He takes your money and deleted your server if you disagree with anything he says."* This outrageous claim is **completely false** and **technically impossible**.

Legion Killfeed has no ability whatsoever to “delete” a customer’s game server – our bot is simply an add-on that connects to servers hosted by third-party providers and does **not** have control over those servers. The allegation that we would accept payment and then sabotage a customer’s server is a vicious lie with no basis in reality. It is a textbook case of defamation, accusing us of criminal misconduct.

Each of the above **reviews is patently false and defamatory**, posted with the sole intent to damage my business’s reputation. **Importantly, none of these reviewers were ever actual Legion Killfeed customers.** We have cross-checked all client records (payments, user accounts, support logs) and confirmed that **the persons behind these usernames never did business with us.** These are **fake reviews** authored as part of a deliberate harassment campaign, not bona fide user opinions. The **harm** caused by these lies has been significant: we have lost customers, suffered cancelled subscriptions, and endured public humiliation and harassment as a direct result of Trustpilot publishing this content.

Trustpilot’s Prior Knowledge and Refusal to Remove False Reviews

Trustpilot **has been notified repeatedly** that these reviews are false and defamatory, yet **no adequate action has been taken.** To date, I have submitted **at least 13 separate takedown requests** and multiple formal complaints regarding these posts. Despite being presented with **overwhelming evidence of falsity and malicious intent** – including screenshots, technical proof of impossibility, and even the **UK Police case reference** for the coordinated harassment campaign (Thames Valley Police Case #43250388789) – Trustpilot’s response has been appallingly deficient.

Instead of prompt removal, Trustpilot’s **Content Integrity team repeatedly refused to remove the content.** For example, on 6 August 2025, after I flagged the “Robert McDonovan” review as **defamatory**, Trustpilot replied that *“the content...is not defamatory”* and **reinstated the review**, stating they “won’t be taking any further action”. In other instances, Trustpilot claimed the flagged reviews “follow our guidelines” and left them online – even when one reviewer’s username was literally “Cunt” and their post accused us of fraud. Such responses demonstrate a **willful disregard** of the truth and of Trustpilot’s own policies. Trustpilot was fully aware that these posts were **fake, harassing, and defamatory**, yet chose to keep them published.

It is also noted that Trustpilot has failed to provide basic business transparency when asked. I formally requested Trustpilot’s **Australian Business Number (ABN)** for legal purposes (given Trustpilot’s operations affecting an Australian business). In response, Trustpilot refused to promptly disclose an ABN, instead replying that it **“aim[s] to reply...within 10 working days”**. This evasive stall tactic is unacceptable and only adds to Trustpilot’s liability. Your company’s **refusal to promptly identify its local legal entity and ABN** upon request is noted as a lack of good faith and transparency.

Ongoing Legal Actions and Complaints Filed

Be advised that I have already initiated several **legal and regulatory complaints** as a result of Trustpilot’s conduct:

- A formal **complaint to the Australian Competition & Consumer Commission (ACCC)** has been filed, citing Trustpilot’s facilitation of false and misleading testimonials on its platform. Trustpilot’s continued publication of **fake negative reviews** is being reported as a violation of **Australian Consumer Law** (Schedule 2 of the Competition and Consumer Act 2010), including **Section 18** (misleading or deceptive conduct), **Section 29(1)(g)** (false or misleading testimonials), and **Section 33** (misleading conduct by omission).

- A formal **complaint to the Australian eSafety Commissioner** has been lodged (on 4 August 2025) regarding this coordinated online harassment and defamation campaign. Trustpilot's failure to remove abusive content after notification constitutes a violation of Australia's **Online Safety Act** (adult cyber-abuse provisions) and platform negligence as an online service provider.
- The matter is under **active investigation by law enforcement**. A report has been made to UK police (Thames Valley Police, Ref. 43250388789) concerning the organized harassment originating on social media and spilling onto Trustpilot. Similarly, a **formal criminal defamation complaint in Canada** has been filed in August 2025 against one of the campaign's ringleaders (Mr. Brett Jones) and his accomplices. Trustpilot's role in publishing and republishing the defamatory material is noted in these investigations.
- I have issued a **legal notice of defamation** identifying the individuals coordinating this smear campaign, which include (but are not limited to): **Mr. Brett Jones** (Canada), **Mr. Danny Hayes** (UK), **Mr. Daniel Santos** (USA), **Mr. Zeus Lozano** (Canada), and others. These individuals have been documented inciting and/or personally posting false accusations against Legion Killfeed. Notably, Mr. Hayes is a direct competitor who openly bragged about leaving a bad review to damage us, and Mr. Jones is a disgruntled ex-associate who has spread heinous falsehoods (at one point referring to me with a reprehensible slur). The **coordinated nature** of this defamation campaign is irrefutable, and Trustpilot has been provided with evidence of the same.

Attached to this letter (and previously provided to Trustpilot) is a comprehensive **evidence bundle**, including screenshots of the Facebook conversations where these attacks were organized, the Trustpilot review postings, and prior correspondence putting Trustpilot on notice. Trustpilot is fully aware that these reviews are not legitimate customer experiences but rather part of a targeted harassment effort.

Trustpilot's Legal Liability and Loss of Safe Harbour Protections

Because Trustpilot has **knowingly continued to publish defamatory material after being notified**, it has **forfeited any safe-harbor or immunity protections** that might otherwise shield an online platform:

- **United Kingdom:** Under Section 5 of the UK **Defamation Act 2013**, a website operator has a defense against defamation **only if** it was not aware of the defamatory content or acted quickly to remove it upon notice. Trustpilot has been explicitly notified of the defamatory content yet failed to remove it promptly; accordingly, Trustpilot has **lost the protection of the Section 5 "website operator" defense**. In other words, Trustpilot is now liable as a **primary publisher** of these defamatory statements in UK law. (Indeed, I put Trustpilot on notice of this in earlier correspondence, warning that failure to remove the content would result in Trustpilot being added as a defamation defendant.)
- **Australia:** Under Australian common law, per the High Court's ruling in *Fairfax Media Publications Pty Ltd v Voller* [2021] HCA 27, online platforms are **considered publishers of third-party content once they have notice of its existence**. From that point, they bear legal responsibility for continued publication of defamatory material. Trustpilot was notified many times, yet persisted; thus under Australian law, Trustpilot is now **liable for defamation** as a publisher of the false reviews. I also note that the defamation in question has been viewed in Australia and concerns an Australian business (Legion Killfeed), giving Australian courts jurisdiction. I am prepared to initiate proceedings in the Supreme Court of New South Wales under the Defamation Act 2005 if necessary (as foreshadowed in my notice of 6 August 2025).
- **European Union (Denmark):** Trustpilot, as a Danish company, is subject to the **EU Digital Services Act (DSA)**. The DSA imposes a duty to act **"expeditiously"** after obtaining knowledge of illegal content (such

as defamatory content). Articles 16 and 17 of the DSA specifically require prompt removal or disabling of access to illegal content upon notice, and Article 22 requires a functioning internal complaint-handling system for users. Trustpilot's failure to remove obviously illegal defamatory material – even after more than a dozen notices – is a glaring violation of these obligations. This could jeopardize Trustpilot's DSA immunity for user content and expose the company to **regulatory enforcement and significant fines**. I have already urged the Danish Consumer Ombudsman to investigate Trustpilot for systemic non-compliance with the DSA.

- **Other Jurisdictions:** The defamatory campaign spans multiple countries (Australia, UK, EU, Canada, USA). Trustpilot's continued publication of known falsehoods may incur liability under the laws of each of these jurisdictions. For instance, some of the false accusations (e.g. fraud, theft) constitute **criminal defamatory libel** in jurisdictions like Canada – and by knowingly hosting such libel, Trustpilot could potentially be seen as aiding in its publication. Additionally, Trustpilot's conduct may be viewed as **unconscionable and in bad faith** in commerce, inviting scrutiny by consumer protection authorities beyond Australia (e.g. the UK Competition and Markets Authority, EU consumer protection bodies, etc.).

Simply put, Trustpilot can no longer hide behind being a “neutral platform.” The company has had **actual knowledge** of illegal defamation for weeks and has chosen to continue publishing it. **Safe harbor protections have been lost** through inaction and refusal to rectify, and Trustpilot will be treated as **fully accountable** for the content it publishes.

Demand for Immediate Action

Trustpilot A/S is hereby ordered to cease and desist from further publication of the above-referenced defamatory content and to take the following actions **within 24 hours** of receipt of this notice (no later than 24 hours from the timestamp of the email delivering this letter):

1. **Permanent Removal of the Defamatory Reviews:** Remove *in full* (not merely “mask” or hide) the two above-mentioned reviews – specifically, the posts at **URL . . . /6891f28ff1af81b4b169cffd** and **. . . /6897009deed679476f17941d** – along with any **related or duplicate content**. Partial measures (such as a temporary takedown pending “further investigation”) are not sufficient. These reviews, and any reposts or edited versions of them, must be **completely expunged** from the Trustpilot platform.
2. **Immediate Cessation of Defamation:** Take all necessary steps to **prevent any further defamatory reviews** from the identified malicious accounts. This includes **suspending or terminating** the user accounts **“Cunt”, “WARZONE”, “Robert McDonovan”** (or any alias the same individual is using, such as “Z Doneskies”), and any other account **associated with the coordinated attack**. Trustpilot must enforce its own guidelines by banning these users for violating the rules (profanity, harassment, false content).
3. **Disclosure of Reviewer Identities:** Provide to me (in writing) any and all identifying information in Trustpilot's possession regarding the authors of these defamatory reviews (except where such identity is already public). This includes, at minimum, the **registered name, email address, IP address, and any other verification data** associated with the accounts **“Cunt”** (review ID ending in **cffd**) and **“Robert McDonovan”** (review ID ending in **941d**, a.k.a. **“Z Doneskies”**). Trustpilot has a duty to disclose this information once a defamation complaint has been raised – indeed, failure to identify the users strips you of certain defenses in the UK. We require this information to pursue those individuals directly for their unlawful conduct. If Trustpilot refuses to provide it, that refusal will be noted as **further evidence of Trustpilot's complicity** in the defamation, and I will seek court orders to compel disclosure.

4. **Confirmation of Compliance:** Provide a **written confirmation** back to me that the above actions have been completed. This confirmation should be emailed to me at the address on this letterhead and should arrive no later than **24 hours** from now. It must detail which reviews were removed and when, which user accounts were suspended, and the information you are providing about the reviewers. (If additional time is genuinely needed for a technical reason, you must communicate and request an extension immediately – silence or delay will not be tolerated.)

Failure to fully comply with the above **within 24 hours** will result in **swift escalation** as outlined below.

Notice of Further Actions if Compliance is Not Achieved

If Trustpilot does **not** meet all demands in the stated timeframe, be advised that I am prepared to immediately **escalate this matter through all available legal and regulatory avenues**, including but not limited to:

- **Civil Litigation:** I will initiate defamation proceedings against Trustpilot A/S (and any relevant Trustpilot subsidiary) in all pertinent jurisdictions. In particular, I am prepared to file suit in **Australia (NSW)** without further notice, seeking **injunctive relief** and substantial damages for defamation (including aggravated damages for the period Trustpilot knowingly left the material up). I will also explore adding Trustpilot as a defendant to ongoing or new actions in the **United Kingdom**, given the loss of your Section 5 immunity. Please be aware that, in litigation, I will pursue **broad discovery** of Trustpilot's internal records regarding these reviews and moderation decisions. I will hold Trustpilot **fully liable for all harm caused** by its publication of these false reviews. This includes not only damage to reputation and lost revenue, but also all legal costs incurred.
- **Personal Liability of Officers and Agents:** Your directors and officers may also face consequences. Under Australian law, for example, aiding and abetting a breach of the Australian Consumer Law or failing to act in the face of known defamation could expose company officers to **accessorial liability**. I will not hesitate to name individual Trustpilot personnel (employees or management who were informed yet did nothing) if that becomes necessary to ensure accountability.
- **Regulatory Enforcement:** I will aggressively pursue all complaints with regulators. This will include updating the **ACCC and eSafety Commissioner** with your non-compliance, urging them to use their powers (which include issuing removal notices, injunctions, and substantial fines). I will notify the **Danish authorities** and EU regulators that Trustpilot is in flagrant violation of the DSA and likely in breach of Danish Marketing Law by hosting false disparaging statements. I will also inform the **UK Competition and Markets Authority** and **Ofcom** (as applicable under online safety legislation) about Trustpilot's facilitation of malicious false reviews, as well as any other relevant consumer protection agencies in jurisdictions where Trustpilot operates.
- **Criminal Complaints:** As noted, a criminal complaint is active in Canada for defamatory libel, and I will inform Canadian authorities of Trustpilot's knowing role in publishing the libel. Furthermore, if applicable, I will explore whether Trustpilot's conduct violates any criminal statutes (for instance, some jurisdictions criminalize the **continued publication of defamatory falsehoods with intent to cause harm**). Trustpilot's **content moderators and decision-makers** who allowed this to continue despite clear notice may also be subject to investigation if the law permits.
- **Court Orders for Disclosure:** If you do not provide the identities of the fake reviewers, I will seek court orders (such as **Norwich Pharmacal orders** or local equivalent) to compel Trustpilot to disclose all

identifying data. Given Trustpilot's obvious knowledge of the illegitimacy of these reviews, no court will look kindly on any further obstruction in revealing the perpetrators. Any attempt by Trustpilot to shield these individuals will be seen as evidence of bad faith.

- **Public and Investor Exposure:** Trustpilot trades on the London Stock Exchange (ticker TRST). Continued inaction on your part will force me to make this dispute even more public. I will ensure that **media outlets** in Australia, the UK, and Denmark are aware that Trustpilot is knowingly hosting defamation and refusing removal. I will also consider alerting **investors and shareholders** to the legal risks Trustpilot is courting through this negligence. The potential reputational fallout for Trustpilot – a platform supposedly built on “trust” – should be self-evident.

Let me be clear: this is Trustpilot's **final opportunity** to resolve this matter amicably and mitigate the damage. The **window for cooperation is 24 hours**. If by that time I do not have confirmation of full compliance, I will proceed to take all necessary actions without further warning. Trustpilot will then be answerable for this egregious situation in courtrooms and regulatory offices across several countries.

Preservation of Evidence

Take notice that you are under a legal duty to **preserve all evidence** relevant to this matter. This includes, but is not limited to: all records of the defamatory reviews (including their content, timestamps, edit history, and any Trustpilot internal moderation logs or notes regarding them), account information of the posters, internal communications or tickets about my complaints (emails with content integrity agents, support tickets #36814421, #36723684, etc.), and any other documents or data (such as the results of your AI defamation tool) pertaining to this issue. Do **not** destroy, alter, or dispose of any such material. I formally put you on notice to **retain all electronically stored information** related to these reviews and my complaints. Failure to preserve evidence could result in further legal sanctions against Trustpilot.

Conclusion

I trust you understand the severity and urgency of this situation. **Your company is knowingly facilitating a defamatory campaign** against my business. This **must end now**. I urge Trustpilot to finally do the right thing: remove the false reviews **immediately** and commit to preventing such abuse on your platform going forward. I require a written confirmation of compliance by the deadline noted.

Should you have any questions, you may contact me directly via email. However, be advised that I am not interested in further platitudes or delays – I require **action**.

Govern yourselves accordingly. This letter is **not** a mere threat; it is a statement of intent backed by formal complaints already in motion. I hope to receive your prompt compliance and avoid the need for more aggressive enforcement steps, but I am fully prepared to pursue this to the end.

Sincerely,

Anthony Brodie

Owner – Legion Killfeed (ABN 28387377607)

Email: Brodies@REDACTED.email

(Sent via email to Trustpilot A/S – CEO, Board, Legal, and Content Integrity Team)

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	"adrian.blair@trustpilot.com" <adrian.blair@trustpilot.com>
CC	"partnerships@trustpilot.com" <partnerships@trustpilot.com>, "ir@trustpilot.com" <ir@trustpilot.com>, Support <support@trustpilot.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>, "privacy@trustpilot.com" <privacy@trustpilot.com>; "legal@trustpilot.com" <legal@trustpilot.com>, "press@trustpilot.com" <press@trustpilot.com>, "info@trustpilot.com" <info@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>
Subject	Subject: Cease and Desist – Removal of Defamatory Reviews of Legion Killfeed within 24 Hours Attn: Adrian Blair, Chief Executive Officer; Board of Directors; Legal Department; Content Integrity Team; and all staff responsible for content moderation.
Thread-Topic	Subject: Cease and Desist – Removal of Defamatory Reviews of Legion Killfeed within 24 Hours Attn: Adrian Blair, Chief Executive Officer; Board of Directors; Legal Department; Content Integrity Team; and all staff responsible for content moderation.
Thread-Index	AQHcCV8t3RloT3sgD0ef/V6h/g7X+w==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Sun, 10 Aug 2025 05:27:58 +1000
Message-ID	<PU4P216MB20276303CE10CBA3DEC3B1E6DA2EA@PU4P216MB2027.KORP216.PROD.OUTLOOK.COM>
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X-MS-TNEF-Correlator	
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Content-Transfer-Encoding	quoted-printable
MIME-Version	1.0