

From: Soul Legion <Brodies@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Subject: Re: [Trustpilot Content Integrity Team] - #37034853 Decision on the review you've flagged - Ticket #37034853
Date: Sun, 10 Aug 2025 05:30:29 +1000

To: Trustpilot CEO, Content Integrity, and Legal Team

Subject: REMOVE THOSE DEFAMATORY REVIEWS NOW – FINAL 24-HOUR NOTICE

Trustpilot Team,

I am writing for what feels like the hundredth time, and let me be absolutely clear: I have had enough of Trustpilot's negligence and excuses. This is an urgent final demand. You have 24 hours to remove the false reviews targeting my business (Legion Killfeed) and to confirm it in writing. If you fail to do so, I will unleash the full extent of legal and regulatory actions at my disposal against Trustpilot and everyone responsible for this farce.

I am stunned by your company's behavior. I reported blatantly false reviews over and over, and you repeatedly refused to remove them. One of the so-called "reviews" was written by a user literally named "Cunt" – and even then your team claimed it "follows our guidelines" and left it up. Another review outright accused me of theft and sabotage ("he takes your money and deleted your server..."), which is impossible and libelous – yet your Content Integrity genius decided it was "not defamatory" and actually reinstated that review. Are you kidding me? Do you understand what you've done here? Your platform is openly spreading lies that I commit crimes, and you had the gall to tell me to just "reply to the review" and give my side of the story. Newsflash: No amount of replying will undo the damage of Trustpilot broadcasting malicious slander about my business.

I have zero patience left for Trustpilot's stonewalling. I asked for your Australian Business Number (ABN) so I could include Trustpilot in my legal filings, and your "Privacy/Content" team responded by saying they'll get back to me in 10 working days. That is an absurd and transparent stall tactic. You are a global company – you know exactly what an ABN is and whether you have one. Your refusal to promptly provide basic information speaks volumes about your approach: delay, deflect, and deny. Well, that ends now.

Let me make this very simple:

Immediately delete the two defamatory reviews in question. You know the ones – I've only been flagging and emailing about them since late July. I've even provided the URLs repeatedly. In case there's any confusion left, here they are one last time:

I want both gone – permanently. Not "in moderation," not hidden pending investigation – gone. Removed from your site entirely. And any other bogus reviews from the same pack of trolls also need to go. I'm aware of at least one other alias ("WARZONE") spewing harassing nonsense. Get rid of all of it. Trustpilot must not continue to be a weapon for these attackers.

- Review by **Robert McDonovan** (posted 4 August 2025, false claim I "deleted" a server) – <https://www.trustpilot.com/reviews/6891f28ff1af81b4b169cffd>
- Review by **Z Doneskies** (posted 8 August 2025, false "bot hasn't worked" claim) – <https://www.trustpilot.com/reviews/6897009deed679476f17941d>

Ban the perpetrators. Why on earth was a user named “Cunt” allowed to post in the first place? How is that not an instant ban per your own rules? And a competitor (Danny Hayes) used Trustpilot to smear me – you actually let that through until I raised hell. Your content moderation in this case has been beyond incompetent. I expect you to terminate the accounts of all individuals who abused your platform to defame and harass my business. If you need me to name them: Danny Hayes, Brett Jones, Daniel Santos, Zeus Lozano, and any other accounts they operate. You have all this info already from my complaints. Use it. Stop giving these people a free pass to misuse Trustpilot.

Provide me the identities of the fake reviewers. Since you refused to act, I am going after the culprits myself through legal channels. I need their identifying information. Don’t even think about claiming privacy or some other nonsense – these individuals forfeited anonymity when they posted defamatory lies. Under the UK Defamation Act, if you want to keep your little “website operator” defense (which you’ve probably lost anyway), you’re supposed to either remove the defamatory content or hand over the poster’s contact info. So cough it up. I want real names, emails, IPs, whatever you’ve got on “Cunt,” “WARZONE,” “Robert McDonovan,” and “Z Doneskies.” If you fail to provide this, I will obtain a court order to compel it – and your non-cooperation will become yet another point of liability against Trustpilot.

Acknowledge and confirm. I expect an email confirming that the reviews are removed and the users banned, within 24 hours (by this time tomorrow). No more canned responses, no more “we’re looking into it” garbage. A real confirmation, in writing, that this has been resolved fully.

If I do not see a satisfactory response from Trustpilot within 24 hours, here is what will happen next:

- 1. Legal Armageddon for Trustpilot.** I have already filed complaints with the ACCC, the eSafety Commissioner, UK police, and even Canadian authorities. The ACCC and eSafety are just waiting to see if Trustpilot continues to ignore the law – and believe me, I will be informing them that you are. I will sue Trustpilot A/S in Australia without further notice. Your company will likely receive court summons in multiple countries. I will drag Trustpilot into every legal forum necessary – defamation, consumer law, you name it – until this is fixed. I will also be seeking monetary damages for what your platform’s negligence has done to my business. Do you really want to explain to a judge how you thought a review calling someone a scammer was “not defamatory”? Good luck with that.
- 2. Personal consequences.** Adrian Blair (CEO) and any staff who played a role in ignoring my complaints – consider yourselves on notice. In Australia, I can pursue company officers for aiding and abetting if they’ve been part of this misconduct. If I have to, I will name individuals in lawsuits. I am not bluffing. The time for polite requests has passed – now it’s about accountability.
- 3. Regulatory and investor fallout.** Trustpilot’s entire business credibility is at risk here. How ironic is it that a platform about “trust” is facilitating fraud and defamation? I will make sure the public knows about this saga. I’m prepared to go to the media with the story of how Trustpilot let a bunch of trolls with fake names trash a legitimate business and did nothing until legally threatened. I will also alert your investors and the stock exchange that Trustpilot is facing serious legal trouble due to its content moderation failures. Nothing gets a company’s attention like its share price on the line.
- 4. Forced disclosure.** If you think you can hide the identities of the attackers, think again. I will obtain court orders in Denmark, the UK, wherever needed to force Trustpilot to hand over all data on these users. And I will push for sanctions if there’s any evidence you’ve tampered with or “lost” that data. Preserve everything – emails, internal chats, log files – because I will demand to see it in discovery. I’m already

gathering evidence of every time I notified you and you did nothing. There will be nowhere for Trustpilot to hide.

This is your last chance to do the right thing and mitigate the damage. I have never encountered a company so obstinately unwilling to remove obvious lies that violate its own policies. Trustpilot's safe harbour protections are gone – you chose to get involved by making editorial decisions to keep up content that you knew was false and harmful. So now you can face the legal consequences as a publisher of that content.

Ask yourselves: Is protecting a couple of malicious reviews worth the mountain of trouble that's coming your way? Because from my perspective, if those reviews aren't gone by tomorrow, Trustpilot will have declared that it wants to fight – and I will happily oblige. I have right on my side, a pile of evidence, and frankly, a burning sense of injustice driving me. I will not rest until my business's name is cleared and those responsible (including Trustpilot) answer for their actions (or lack thereof).

Clock's ticking – 24 hours. Remove the defamatory reviews now and send me confirmation, or face an onslaught of legal and regulatory pain. I am absolutely serious.

You have been warned (for the last time).

Anthony Brodie

Owner – Legion Killfeed (Australia)

(Contact: Brodies@REDACTED.email)

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

Sent: Sunday, August 10, 2025 12:01 AM

To: Anthony Brodie <Brodies@REDACTED.email>

Subject: [Trustpilot Content Integrity Team] - #37034853 Decision on the review you've flagged - Ticket #37034853



Trustpilot Content Integrity (Trustpilot Content Integrity)

9 Aug 2025, 15:01 BST

Hi killfeed.co,

Thanks for your inquiry about the [review](#) by Robert McDonovan, which you recently flagged as not based on a genuine experience.

The assessment

When a review is flagged for this reason, we no longer ask the reviewer to provide documentation of their experience. Instead, we run it through our new detection software that analyses various factors, including:

- Reviewer history (e.g., number of previous reviews, past invitations to review other businesses),
- Other suspicious patterns detected by our [fraud detection software](#).

If the software determines that the content or the reviewer is suspicious, the review is taken offline; if not, it stays online.

The decision

In this case, we've assessed the review for the reason you flagged it and determined that it follows our [guidelines](#). Therefore, we'll keep the review online.

Keep in mind, a reviewer who's had a [genuine experience](#) may not have purchased anything. They could have made contact with your business another way, e.g. they may have browsed your website or had an online chat with your business.

Tell your side of the story

You can always [reply to this review](#) to help win respect and credibility. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.

If you have any questions or think we've made a mistake, please let us know by replying to this email.

Thanks,

Content Integrity Team



We are rated **4.4** out of 5

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

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Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
CC	Support <support@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, "adrian.blair@trustpilot.com" <adrian.blair@trustpilot.com>, "partnerships@trustpilot.com" <partnerships@trustpilot.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>, "privacy@trustpilot.com" <privacy@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>
Subject	Re: [Trustpilot Content Integrity Team] - #37034853 Decision on the review you've flagged - Ticket #37034853
Thread-Topic	[Trustpilot Content Integrity Team] - #37034853 Decision on the review you've flagged - Ticket #37034853
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References	<LV91JDDMMKVY@zendesk.com> <LV91JDDMMKVY_689754cf3e1bc_8d159029228_sprut@zendesk.com>
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