

From: Soul Legion <Brodiess@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 00:03:20 +1000

Subject: Formal Notice – Continued Publication of Defamatory Content After Notice (Ticket #37034853)

Dear Content Integrity Team,

Your decision of 9 Aug 2025 to “keep the review online” despite being formally notified that it is part of a coordinated defamation campaign directly contravenes your obligations under multiple jurisdictions’ laws and your own published policies.

1. Laws Breached by Continued Publication After Notice

- **UK Defamation Act 2013 (s.5)** – Once notified of defamatory content, a platform loses the “website operator” defence if it continues to publish it without removing or providing full author details of the poster. You have now been put on notice multiple times (see my 4 Aug 2025 complaint to Trustpilot LegalLegionKillfeed_Trustpil...), meaning Trustpilot is now treated as a publisher in UK law for any ongoing harm.
- **Australia – Common Law Defamation (Fairfax v Voller [2021] HCA 27)** – In Australia, a platform knowingly allowing third-party defamation after notice is deemed to be “publishing” it. Legion Killfeed is Australian-based, and the review is accessible in Australia.
- **Australian Criminal Code Act 1995 (s.474.17)** – Using a carriage service to menace, harass, or cause offence is a criminal offence; by facilitating the ongoing publication after being notified, Trustpilot risks being considered complicit.
- **EU Digital Services Act (Articles 14–16)** – Requires prompt removal of illegal content after notice; your failure to act exposes you to regulatory sanction within the EU.

2. Evident Policy Violations

The review is not from a genuine customer — payment, access, and Discord logs confirm no record of the author. As set out in my legal complaint, the review is part of an ongoing, documented harassment and defamation campaign coordinated via Facebook by named individuals including Danny Hayes, Brett Jones, and Daniel SantosFormal Complaint to Tha...__Complaint Letter to M....

Trustpilot’s own guidelines prohibit:

- Reviews without a genuine experience.
- Obscene/offensive content.
- Reviews from competitors or with conflicts of interest.

3. Personal Liability of Staff Involved

As per UK and Australian case law, once an employee has personal knowledge of ongoing publication of unlawful material, they may be joined as defendants if they actively decide to keep it online. The individuals

who have reviewed this case — including the undersigned in this ticket — are now on record as having been informed.

4. Demand for Immediate Action

You are hereby given a final opportunity to:

1. Permanently remove the review from Robert McDonovan and any linked accounts.
2. Preserve all metadata and IP logs for law-enforcement subpoenas.
3. Confirm removal and preservation in writing within **48 hours**.

Failure to comply will result in:

- Civil defamation proceedings against Trustpilot A/S in the UK and Australia.
- Referral to the UK CMA, Australian ACCC, EU DSA Coordinators, and Danish regulators.
- Naming of individual case-handlers as parties to any proceedings where applicable.

This is not a request for reconsideration; it is a **formal legal notice**. Your refusal to remove defamatory content after notice removes any safe-harbour protection you might otherwise claim.

Anthony Brodie
Owner – Legion Killfeed
Sydney, NSW, Australia

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>
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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Date	Sun, 10 Aug 2025 00:03:20 +1000
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References	<LV91JDMMKVY@zendesk.com> <LV91JDMMKVY_689754cf3e1bc_8d159029228_sprut@zendesk.com>
In-Reply-To	<LV91JDMMKVY_689754cf3e1bc_8d159029228_sprut@zendesk.com>
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X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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