
Flagged review - killfeed.co - Ticket #36822738

From Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Date Sun 8/10/2025 1:35 AM

To Anthony Brodie <legionkillfeed@outlook.com>



Neenu D (Trustpilot Content Integrity)

9 Aug 2025, 16:34 BST

Hi,

Thank you for reaching out and sharing the details of your concern. I understand that you believe the review in question may be inaccurate or unfair, and I appreciate you bringing this to our attention.

To ensure the matter is investigated properly, please flag the review from your Trustpilot Business account. Flagging is the official way to alert our Content Integrity team so we can review the content against our guidelines. Each flagged review is assessed individually, and we will take the necessary action if we find it breaches our rules.

If you also believe the review raises legal concerns, you can reach out to our Legal team directly via this link: https://help.trustpilot.com/s/contact-us/get-in-touch?language=en_US.

We value your feedback and take such reports seriously. By following the flagging process, we can ensure your concerns are reviewed fairly and transparently.

Kind regards,

Neenu D,
Content Integrity Team



We are rated **4.3** out of **5**

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

Anthony Brodie

6 Aug 2025, 13:05 BST

Final Notice of Imminent Legal Action – Defamatory Reviews on Legion Killfeed Profile

From: Anthony Brodie – Owner, Legion Killfeed (Sydney, Australia)

To: Trustpilot Legal Team (legal@trustpilot.com)

Date: 6 August 2025

Subject: Final Notice – Removal of Defamatory Reviews and Notification of Legal Action

Dear Trustpilot Legal Team,

I am writing as the owner of Legion Killfeed to formally put Trustpilot on final notice regarding a series of false and defamatory reviews that your platform continues to host about my business. Despite at least 13 prior notifications to Trustpilot (via reports and direct communications) about these malicious posts, they remain published. Trustpilot's continued publication of coordinated defamatory content – despite full evidence of its falsity – is unacceptable and exposes Trustpilot to legal liability under multiple jurisdictions. This email serves as a last warning that if immediate action is not taken, I will proceed with legal proceedings against Trustpilot without further notice.

Defamatory False Reviews on Trustpilot

Several one-star "reviews" on the Legion Killfeed Trustpilot profile are patently false, abusive, and part of an organized smear campaign (not genuine customer feedback). The offending reviews include:

* User "Cunt" – Posted ~29 July 2025. This account's name itself is an obscene slur. The review falsely claims we "take people's money then block them" after payment. This accusation is entirely false – Legion Killfeed has never taken payment without providing service, nor do we "block" any paying customers. (Aside from its defamatory lies, the use of such vulgar language violates Trustpilot's content guidelines in the extreme.)

* User "WARZONE" – Posted ~30 July 2025. This review harasses us by calling our product "trash" and alleging "these people aren't nice at all" (using profanity to say we "treat you like s**t"). The remarks are baseless and clearly written out of malice rather than any actual experience. We have no record of any customer or user by the name "Warzone," confirming this profile was created solely to post a fake review.

* User "Danny Hayes" – Posted 31 July 2025 (since removed by Trustpilot). This was posted under the real name of Danny Hayes, who is not a customer but a direct competitor of ours. In his review, Mr. Hayes labeled us "toxic scammers" and urged readers to "REPORT ONLY!" rather than use our service. He has openly boasted on Facebook about leaving this bad review to damage us. Allowing a rival business owner to post a knowingly false review is a blatant breach of Trustpilot's conflict-of-interest rules and defamation by definition. (We note Trustpilot eventually flagged/removed Mr. Hayes's review after our report, implicitly acknowledging it violated your guidelines. However, the fact that it was published at all – and that other fake reviews remain – has already caused significant harm.)

* User "Robert McDonovan" – Posted 4 August 2025. This newly created profile (U.S. based) 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 indeed technically impossible. Legion Killfeed has no ability to "delete" any customer's game server – our service is an add-on bot integrated with DayZ servers hosted by third-party providers (e.g. Nitrado). We only use user-supplied access

tokens, which are not retained, to fetch server event data; we have zero control over the servers themselves. The allegation that we would take someone's money and then sabotage their server is not only a vicious lie – it demonstrates the lengths to which these attackers will go to fabricate accusations. It is a clear-cut case of defamation with no basis in reality.

Each of the above "reviews" contains false, obscene, or defamatory accusations that have seriously harmed my business's reputation. Importantly, none of these individuals have ever been actual Legion Killfeed customers. We have cross-checked all payment records, user registrations, and support logs – there is no evidence that any of these usernames (or the persons behind them) ever purchased or used our service. In other words, these posts are fake reviews posted with the sole intent to harass and defame, rather than to share a genuine customer experience.

Origin of the Attack – Coordinated Harassment via Facebook

These Trustpilot reviews did not occur in isolation; they are part of a targeted harassment campaign that originated on Facebook and then spread to Trustpilot (and other platforms). In late July 2025, a group of individuals began coordinating in a DayZ gaming Facebook group to smear Legion Killfeed and flood us with negative reviews. The attacks were orchestrated by a small cohort of antagonists, including:

- * Daniel Santos – Initiated the defamatory Facebook post that incited a "mob" to "take down" Legion Killfeed with false accusations.
- * Danny Hayes – A UK-based competitor who amplified the attack by urging others to post bad reviews and even encouraging fraudulent chargebacks against my business. (Mr. Hayes himself participated directly, as noted, by posting a fake Trustpilot review.)
- * Brett Jones – A former associate (alias "MrTechN9ne") who, after being removed from our community for misconduct, joined this campaign out of personal animosity. Mr. Jones has spread extremely vile lies about me (at one point referring to me as a "pedophile" in chat – a heinous falsehood). He is actively involved in the defamation efforts, whether by supporting the fake reviews or coordinating behind the scenes.
- * Zeus Lozano – An individual (purportedly in Canada) who jumped in to fabricate a story that I "stole" his server configuration, thereby goading others to "please report both the server and discord." This claim is entirely invented to incite more hatred.
- * Dan Ahern – Another participant (location believed to be U.S.) who piled on with abusive comments and helped fuel the group harassment dynamic.

This group of at least five individuals has been acting in concert to damage Legion Killfeed. They used Facebook as the launching point for their campaign and then carried their efforts onto Trustpilot by creating throwaway accounts to leave identical false reviews. I have gathered extensive evidence of this coordination, including screenshots of the Facebook threads, Discord chats, and the Trustpilot reviews. Trustpilot has already been provided with this evidence in prior correspondence (e.g. a link to an evidence gallery was included in my earlier complaint). The coordinated nature of these reviews is unquestionable – their timing and content directly mirror the rhetoric from the Facebook attack (accusations of "scamming," insults, calls to report us, etc.). In fact, the same group is now under police investigation in the UK (Thames Valley Police, Case no. 43250388789) for harassment and related offenses. Trustpilot is fully aware that these reviews are not bona fide customer opinions but rather the by-product of an orchestrated defamation campaign.

Trustpilot's Knowledge and Liability

I have made repeated efforts over the past week to resolve this matter through Trustpilot's normal processes. To date, no fewer than thirteen (13) separate notices have been provided to Trustpilot regarding these false reviews – including report flags submitted for each offending review, support tickets, and a detailed formal complaint sent to your legal department on 4 August 2025. In these communications, I furnished clear proof of the reviews' falsity and their links to an external harassment campaign. Despite this, several of the defamatory reviews remain live on your site (as of this writing). Trustpilot's response has been grossly inadequate: aside from removing one obvious violation (Mr. Hayes's review) and possibly tagging another, you have allowed the bulk of this malicious content to persist.

By continuing to publish these known false and defamatory statements after being repeatedly notified, Trustpilot is no longer a neutral host – you are now effectively republishing defamation and facilitating ongoing harassment. I must emphasize that this conduct places Trustpilot in breach of the law in numerous jurisdictions. Your platform's inaction, in the face of full knowledge and evidence, has exposed Trustpilot to serious legal liability. The defamatory reviews and Trustpilot's failure to remove them violate (or implicate) the following legal frameworks, among others:

* Australia: Defamation Act 2005 – Under Australian law, online intermediaries can be held liable for defamation once they are aware of defamatory material and fail to remove it. The Australian High Court's Voller decision confirmed that a platform which continues to host defamatory third-party content after notice is considered a publisher of that content. Trustpilot's conduct here squarely fits that scenario. Furthermore, the content in question constitutes use of a carriage service to menace/harass, which is a criminal offense under s.474.17 of the Criminal Code Act 1995. The coordinated fake reviews also amount to misleading and deceptive conduct harming an Australian business, raising issues under the Competition and Consumer Act 2010 (Sch 2, Australian Consumer Law). In addition, Australia's Online Safety Act 2021 empowers the eSafety Commissioner to issue removal notices for serious online abuse – a remedy I have now sought. Trustpilot's continued publication of this abusive material could trigger regulatory action (including potential fines) under that Act.

* United Kingdom: Defamation Act 2013 – Section 5 of this Act provides a "website operator" defense for platforms, but that defense is lost if the operator does not expeditiously remove defamatory content after receiving a notice of complaint. You have received ample notice (indeed, detailed complaints with evidence), yet the defamatory reviews remain; thus Trustpilot has forfeited any safe-harbor and can be held liable for defamation in the UK courts. Additionally, the sustained harassment campaign implicates the Protection from Harassment Act 1997 (which makes it unlawful to pursue a course of conduct amounting to harassment). The obscene and menacing communications posted on your site are also in potential violation of the Malicious Communications Act 1988 and the Communications Act 2003 (Section 127, regarding grossly offensive public electronic communications). Moreover, the coordinated incitement of false "chargeback" fraud and slanderous allegations might constitute offenses under the Fraud Act 2006. In short, the content you are hosting is illegal under multiple UK statutes, and Trustpilot's failure to act makes it complicit in that illegality.

* Canada: The individuals organizing this campaign (e.g. Mr. Brett Jones and possibly others) have been reported to Canadian authorities as their actions violate Canadian criminal laws, including Criminal Code §264 (criminal harassment) and §§298–301 (defamatory libel). The defamatory reviews on Trustpilot are accessible in Canada and

causing harm to an entity (and person) in Canada's trading sphere, meaning Canadian courts could exert jurisdiction as well. Under Canadian common law, publication of defamatory material gives rise to civil liability – and online platforms can face legal exposure if they knowingly facilitate the spread of defamation. Trustpilot's continued publication of these reviews, despite notice, opens it to potential claims in Canada (in addition to the direct liability of the individual perpetrators).

* United States: While the primary targets and instigators of this campaign are outside the US, the cross-border nature of the online harassment engages US law too. The ongoing pattern of threats, intimidation, and malicious falsehoods aligns with the federal cyberstalking statute (18 U.S.C. § 2261A(2)), which criminalizes using electronic communications to engage in conduct intended to harass or cause substantial emotional distress. Furthermore, the deliberate propagation of known falsehoods to cause economic harm (for instance, encouraging fake chargeback fraud via PayPal and posting fraudulent reviews) could be construed as a form of wire fraud (18 U.S.C. § 1343). Various U.S. state laws also provide civil remedies for defamation, business disparagement, and harassment. Trustpilot has a significant presence and user base in the United States – by hosting and ignoring blatantly defamatory content, your company risks involvement in legal action there as well (notwithstanding any CDA 230 immunity claims, which may not apply in cases of willful failure to enforce your own policies against known bad actors).

In summary, Trustpilot is now on notice that its facilitation of this defamatory smear campaign violates the law in Australia, the UK, Canada, the US, and likely other jurisdictions. The above is not an exhaustive list of legal exposure, but it should make clear that the stakes are very high. Trustpilot's indifference to repeated warnings has effectively made it an enabler of harassment and defamation, subject to civil liability (and regulatory scrutiny) around the world.

Demands and Imminent Legal Action

To avoid the necessity of immediate litigation, Trustpilot must take the following corrective actions at once:

1. Permanent removal of all the offending reviews and any related content without delay. This includes (but is not limited to) the reviews posted under the names "Cunt," "WARZONE," "Danny Hayes," "Robert McDonovan," and any other alias that is part of this coordinated attack. Simply "masking" or hiding the reviews is not sufficient – they must be fully deleted from the platform.
2. Termination or suspension of the associated user accounts that have been used to post these malicious fake reviews. These accounts were opened in bad faith to violate your Terms of Use; they should be banned to prevent further abuse.
3. Correction of the record on the Legion Killfeed profile. The presence of these fake reviews has skewed our Trustpilot rating and misled consumers about our service. Trustpilot must rectify this misrepresentation – for example, by ensuring that once the fraudulent reviews are removed, our overall star rating/TrustScore is recalculated without their damaging impact. (At minimum, please flag or annotate our profile to reflect that a cluster of malicious reviews was posted and has been removed as violating your guidelines, so that viewers understand any sudden changes in the review count or score.)
4. Preservation of all evidence and data related to this matter. This is a formal demand that Trustpilot immediately secure and preserve all relevant records, including identifying information, IP logs, timestamps, account profiles, and any internal correspondence or investigation notes for each of the offending reviews/accounts. This data will be critical for law enforcement and legal proceedings to identify the perpetrators and prove the

extent of the coordinated attack. Do not destroy or alter any such records; we will seek full disclosure of this information through legal channels (subpoenas/court orders) and expect that it be preserved intact.

5. Written confirmation to me that the above actions have been taken. I request that Trustpilot's legal team email me at legionkillfeed@outlook.com to confirm removal of the reviews and compliance with these demands. Given the urgency and the protracted delay thus far, I expect this confirmation within 2 days of this notice (by 8 August 2025). If additional time is needed for technical reasons, you must communicate that promptly – silence or dilatory tactics will not be accepted.

Should Trustpilot fail to fully and promptly comply with the above demands, please be advised that I am prepared to escalate this matter without further notice as follows:

* Legal Proceedings: I will immediately initiate defamation proceedings against Trustpilot in Australia, holding your company accountable as a publisher of these defamatory statements. I am also consulting with counsel in the United Kingdom regarding a parallel action under the UK Defamation Act (given that some of the perpetrators and much of the harm are based there). Additionally, I reserve the right to pursue legal action in Canada and the United States if necessary, either against Trustpilot or in cooperation with authorities to target the individuals involved. Simply put, Trustpilot will be facing multi-jurisdictional litigation for its role in amplifying and perpetuating this defamatory campaign.

* Regulatory Intervention: I will be lodging formal complaints with relevant regulators and consumer protection agencies. In particular, I will notify the European Union consumer protection authorities about Trustpilot's failure to address obviously fake and harmful reviews (a potential violation of EU regulations and the spirit of the Digital Services Act), and I will file a complaint with the Danish Competition and Consumer Authority (since Trustpilot's global headquarters is in Denmark). I will likewise be informing the Australian Competition & Consumer Commission (ACCC) and the UK Competition and Markets Authority (CMA) of this situation, as it involves deceptive conduct affecting consumers. These bodies have the power to investigate and sanction platforms that enable misleading or harmful business practices. Trustpilot's inaction in the face of blatant abuse will be brought to their attention.

* Disclosure of Identities: As noted, I will pursue court orders or other legal mechanisms to compel Trustpilot to disclose all identifying data for the persons behind these defamatory reviews. That includes IP addresses, account metadata, and any and all information you have on "Cunt," "WARZONE," "Danny Hayes," "Robert McDonovan," and any related accounts. The individuals involved in this conspiracy will not remain anonymous, and Trustpilot will be expected to assist in revealing them (voluntarily or via compulsory process). Your cooperation (or lack thereof) in preserving and producing this evidence will be noted in subsequent legal actions.

* Further Actions: This letter may be shared with the law enforcement agencies and authorities already handling this case in various countries. I will make sure that Trustpilot's role (and failure to act thus far) is well documented. If needed, I am prepared to seek injunctive relief from a court to force the removal of the content from your platform, as well as seek damages for the harm caused to my business due to Trustpilot's negligence.

I trust it will not come to the point of litigation and regulatory censure. However, please understand that I am fully committed to protecting my business and reputation. I have given Trustpilot every opportunity to do the right thing and uphold your own guidelines

by removing this defamatory material. Your continued refusal or delay will leave me no choice but to proceed with legal action.

This is a final warning. I urge Trustpilot to take it seriously. Swiftly removing the offending reviews and providing the requested assurances will resolve this matter amicably. On the other hand, any further inaction on Trustpilot's part will be interpreted as willful complicity in the defamation, and I will respond accordingly through all available legal avenues.

I appreciate your immediate attention to this extremely serious issue and expect your prompt confirmation of compliance.

Sincerely,
Anthony Brodie
Owner – Legion Killfeed (Sydney, Australia)

Attachments (evidence of complaints already filed with authorities):

- * Complaint to Australian eSafety Commissioner – Formal complaint letter dated 4 August 2025 regarding the coordinated online harassment and defamation campaign targeting Legion Killfeed.
- * Complaint to Australian Competition & Consumer Commission (ACCC) – Filed August 2025, reporting the false reviews and Trustpilot's facilitation of misleading conduct harming an Australian business.
- * Complaint to Thames Valley Police (UK) – Formal report filed with UK police (Thames Valley) in August 2025, concerning the individuals coordinating the harassment (Case ref. 43250388789).
- * Complaint to Canadian Law Enforcement – Formal criminal complaint (August 2025) against Brett Jones and accomplices, submitted to Canadian authorities for defamatory libel and harassment.
- * Complaint to Meta Platforms, Inc. – Report to Facebook/Meta (4 August 2025) detailing how its platform was used to organize and coordinate the defamation and harassment campaign against Legion Killfeed.

[cid:5beb49eb-f1e8-418c-ad8b-58556d66f1a9]

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

Sent: Wednesday, August 6, 2025 9:25 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Flagged review - killfeed.co - Ticket [#36822738](#)

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Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 12:25 BST

Hi,

Thank you for your continued correspondence.

We understand your concerns and have carefully reviewed the matters you've raised. Please note the following:

1. Review Moderation and Flagging Process

If you disagree with the outcome of any specific review that has been flagged, you will need to address your concerns directly within the corresponding moderation ticket. We do not take bulk action across multiple reviews unless they are from the same reviewer and clearly violate guidelines collectively.

Each review must be flagged individually through the appropriate category, with any supporting arguments or documentation included in that specific case. As already communicated, the particular review you referenced has been removed for violating our guidelines. Returning to this thread to raise unrelated reviews will not lead to further action—each case must follow its own due process.

2. Submitted Documents

We have reviewed the documents you've shared. At this time, we have no direct communication from the reviewers in question. If you believe the reviews are false or inaccurate, and you have information to support that, we recommend contacting the reviewers directly and resolving the matter externally. These issues are separate from our moderation process, which is focused on guideline compliance, not dispute resolution between parties.

3. Platform Statistics and Misrepresentation Claims

The statistics displayed on your Trustpilot profile are automatically generated based on your account's activity, including the number and outcomes of flagged reviews. They are not editorial in nature and do not indicate wrongdoing by your business. These figures cannot be amended unless an identifiable system error has occurred.

For more information on how TrustScore insights and review statistics work, you may refer to our help article here:

👉 Trustpilot Analytics & TrustScore

Insights <https://help.trustpilot.com/s/article/Trustpilot-Analytics-TrustScore-insights?language=en_US>

4. Ongoing Investigations

All flagged reviews are being reviewed thoroughly in accordance with our guidelines. Where violations are found, appropriate actions are taken. We are committed to fair and transparent handling of all moderation cases.

At this point, we have no further comments to add. Should you wish to formally escalate any specific decision, please do so via the appropriate dispute process.

Kind regards,

Neenu D,
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]

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Anthony Brodie

6 Aug 2025, 11:27 BST

And on top of that, I expect a clear, plain, and detailed explanation as to how your system could conceivably allow reviews to be published in the first place that are in direct opposition to the overwhelming majority of genuine customer feedback. My business has received 48 five-star reviews, 1 four-star review, and only 1 one-star review (which should have been removed months ago for being defamatory). Even your own AI-generated review summary confirms the overwhelmingly positive sentiment:

"Reviewers overwhelmingly had a great experience with this company. Customers appreciate the bot for its features, ease of use, and visually appealing commands. They highlight the promptness and helpfulness of the support team in resolving issues. Many reviewers emphasize that the bot enhances their server and praise its configuration options. Consumers also underline the dedication and proficiency of the developers, noting that the bot's functionality has exceeded expectations. The killfeed's aesthetics and overall commands are considered superior to those of competitors. The responsiveness and helpfulness of the administrators contribute to a positive user experience."

Given this context, it is incomprehensible that your system would ever permit the publication of reviews that are defamatory, malicious, and entirely inconsistent with the established track record of customer satisfaction, rather than blocking them outright before they could harm my business.

Attachment(s)

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Anthony Brodie

6 Aug 2025, 11:04 BST

I suggest you stop ignoring the PDFs and remove the rest of these false reviews filled with lies that you unlawfully denied removal of, lied about the status of and still continue to host them on your platform

[cid:79d78b4f-6c90-4623-835f-2f57370fd3cf]

[cid:4549ec86-9a1b-44d3-aace-b727c777f0f7]

[cid:aafa018f-078e-4f5d-93a0-9199a76fec64]

Additionally, I demand that you immediately remove or amend these statistics, as they misrepresent the situation and wrongly portray my business as having acted improperly. These figures fail to reflect that my reports were made in response to unlawful reviews, and that it was your platform that failed to address legitimate support requests and uphold the law. The display must be updated to ensure it does not imply that my business engaged in any wrongdoing, when in fact the failure lies entirely with Trustpilot's handling of these cases.

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Anthony Brodie

6 Aug 2025, 10:52 BST

Maybe I would be a little less prone to anger if you had of respected me and my business and not hosted slander illegally

I definitely would have been less prone to swearing had it not taken 18 GODDAMN emails to get a response. So you treat me with respect and I will do the same, but so far, I have endured several days of damages to my revenue stream based on your unlawful behaviour, so if I call you stupid, maybe you shouldn't have been stupid.

Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:49 BST

Hi,

We must ask that you immediately cease using abusive and offensive language in your communications with our team. We do not tolerate any form of harassment or abuse, and such behavior is entirely unacceptable.

Please be advised that the review in question has already been filtered for violating our content guidelines, as it contained harmful content. We encourage you to check the current status of the review before contacting us with further complaints.

We remain committed to supporting all our users fairly and professionally. However, ongoing abuse may result in restrictions on future communication.

Kind regards,

Neenu D,
Content Integrity Team

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

6 Aug 2025, 10:21 BST

That's because the information is on the review they gave a competitor, 5 stars with a request for help VS a slanderous attack from someone not in our system.

Who you, have allowed to slander my business, who you cannot provide any verifiable proof of any payment from at all? You do understand how ridiculously stupid you are being correct?

Now open and read the fucking attached PDF files you fucking previous have been send in 18 emails you stupid cunt.

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Attachment(s)

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Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:16 BST

Hi Anthony Brodie,

Thanks for your inquiry about the review <<https://businessapp.b2b.trustpilot.com/reviews/688be04caeacae9cc58c81cb>> by WARZONE, which you flagged for being about a different business.

The decision

We've now read the review and found nothing to suggest it's for another business, so we won't be taking further action.

Please keep in mind that we don't remove a review just because it's non-specific and doesn't mention your business's name.

Engage with the reviewer

If you still think that the review wasn't meant for your business, here's what you can do:

- * You can reply to this review <<https://help.trustpilot.com/s/article/How-to-reply-to-reviews>> and engage in an open conversation. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.
- * You could request information <<https://help.trustpilot.com/s/article/How-to-request-information-from-reviewers>> from the reviewer to find out more about them and their experience with your business.
- * Keep in mind that a reviewer with a genuine experience may not have bought anything. They could have made contact with your business in another way <<https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when>>.

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

Thanks,

Neenu D,
Content Integrity Team

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[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]
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EuropeanOmbudsman EU Agency for Cybersecurity2.png
EuropeanOmbudsman EU Agency for Cybersecurity.png
DumbedDownForTrustPilot.png

Complaint_to_Danish_Consumer_Authority_Detailed.pdf
Report an issue affecting your business · ACCC_redacted.pdf
Submitted-Brett-Jones.pdf
Formal Criminal Complaint to Canadian Authorities Brett Jone.pdf
Formal Complaint to the eSafety Commissioner – Coordinated International Harassment and Defamation C.pdf
Formal Complaint to Thames Valley Police.pdf

Attachment(s)

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Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 12:25 BST

Hi,

Thank you for your continued correspondence.

We understand your concerns and have carefully reviewed the matters you've raised. Please note the following:

1. Review Moderation and Flagging Process

If you disagree with the outcome of any specific review that has been flagged, you will need to address your concerns directly within the corresponding moderation ticket. We do not take bulk action across multiple reviews unless they are from the **same reviewer** and clearly violate guidelines collectively.

Each review must be flagged individually through the appropriate category, with any supporting arguments or documentation included in that specific case. As already communicated, the particular review you referenced has been **removed** for violating our guidelines. Returning to this thread to raise unrelated reviews will not lead to further action—each case must follow its own due process.

2. Submitted Documents

We have reviewed the documents you've shared. At this time, we have **no direct**

communication from the reviewers in question. If you believe the reviews are false or inaccurate, and you have information to support that, we recommend contacting the reviewers directly and resolving the matter externally. These issues are separate from our moderation process, which is focused on guideline compliance, not dispute resolution between parties.

3. Platform Statistics and Misrepresentation Claims

The statistics displayed on your Trustpilot profile are automatically generated based on your account's activity, including the number and outcomes of flagged reviews. They are not editorial in nature and do not indicate wrongdoing by your business. These figures cannot be amended unless an identifiable system error has occurred.

For more information on how TrustScore insights and review statistics work, you may refer to our help article here:

👉 [Trustpilot Analytics & TrustScore Insights](#)

4. Ongoing Investigations

All flagged reviews are being reviewed thoroughly in accordance with our guidelines. Where violations are found, appropriate actions are taken. We are committed to fair and transparent handling of all moderation cases.

At this point, we have no further comments to add. Should you wish to formally escalate any specific decision, please do so via the appropriate dispute process.

Kind regards,

Neenu D,
Content Integrity Team



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

Anthony Brodie

6 Aug 2025, 11:27 BST

And on top of that, I expect a clear, plain, and detailed explanation as to how your system could conceivably allow reviews to be published in the first place that are in direct opposition to the overwhelming majority of genuine customer feedback. My business has received 48 five-star reviews, 1 four-star review, and only 1 one-star review (which should

have been removed months ago for being defamatory). Even your own AI-generated review summary confirms the overwhelmingly positive sentiment:

"Reviewers overwhelmingly had a great experience with this company. Customers appreciate the bot for its features, ease of use, and visually appealing commands. They highlight the promptness and helpfulness of the support team in resolving issues. Many reviewers emphasize that the bot enhances their server and praise its configuration options. Consumers also underline the dedication and proficiency of the developers, noting that the bot's functionality has exceeded expectations. The killfeed's aesthetics and overall commands are considered superior to those of competitors. The responsiveness and helpfulness of the administrators contribute to a positive user experience."

Given this context, it is incomprehensible that your system would ever permit the publication of reviews that are defamatory, malicious, and entirely inconsistent with the established track record of customer satisfaction, rather than blocking them outright before they could harm my business.

Attachment(s)

[redacted.txt](#)

[redacted.txt](#)

[redacted.txt](#)

[redacted.txt](#)

Anthony Brodie

6 Aug 2025, 11:04 BST

I suggest you stop ignoring the PDFs and remove the rest of these false reviews filled with lies that you unlawfully denied removal of, lied about the status of and still continue to host them on your platform

[cid:79d78b4f-6c90-4623-835f-2f57370fd3cf]

[cid:4549ec86-9a1b-44d3-aace-b727c777f0f7]

[cid:aafa018f-078e-4f5d-93a0-9199a76fec64]

Additionally, I demand that you immediately remove or amend these statistics, as they misrepresent the situation and wrongly portray my business as having acted improperly. These figures fail to reflect that my reports were made in response to unlawful reviews, and that it was your platform that failed to address legitimate support requests and uphold the law. The display must be updated to ensure it does not imply that my business engaged in any wrongdoing, when in fact the failure lies entirely with Trustpilot's handling of these cases.

[cid:4b6c68f4-c0ba-45f4-9a7e-fc11f6799e28]

Attachment(s)

[redacted.txt](#)

[redacted.txt](#)

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[redacted.txt](#)

Anthony Brodie

6 Aug 2025, 10:52 BST

Maybe I would be a little less prone to anger if you had of respected me and my business and not hosted slander illegally

I definitely would have been less prone to swearing had it not taken 18 GODDAMN emails to get a response. So you treat me with respect and I will do the same, but so far, I have endured several days of damages to my revenue stream based on your unlawful behaviour, so if I call you stupid, maybe you shouldn't have been stupid.

Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:49 BST

Hi,

We must ask that you immediately cease using abusive and offensive language in your communications with our team. We do not tolerate any form of harassment or abuse, and such behavior is entirely unacceptable.

Please be advised that the review in question has already been **filtered** for violating our content guidelines, as it contained harmful content. We encourage you to **check the current status** of the review before contacting us with further complaints.

We remain committed to supporting all our users fairly and professionally. However, ongoing abuse may result in restrictions on future communication.

Kind regards,

Neenu D,

Content Integrity Team



We are rated **4.3** out of **5**

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

Anthony Brodie

6 Aug 2025, 10:21 BST

That's because the information is on the review they gave a competitor, 5 stars with a request for help VS a slanderous attack from someone not in our system.

Who you, have allowed to slander my business, who you cannot provide any verifiable proof of any payment from at all? You do understand how ridiculously stupid you are being correct?

Now open and read the fucking attached PDF files you fucking previous have been send in 18 emails you stupid cunt.

[cid:c6bfc7df-eee2-4221-9ae2-0fcfc679cf61]

Attachment(s)

[redacted.txt](#)

[redacted.txt](#)

[redacted.txt](#)

Neenu D (Trustpilot Content Integrity)

6 Aug 2025, 10:16 BST

Hi Anthony Brodie,

Thanks for your inquiry about the [review](#) by WARZONE, which you flagged for being about a different business.

The decision

We've now read the review and found nothing to suggest it's for another business, so we won't be taking further action.

Please keep in mind that we don't remove a review just because it's non-specific and doesn't mention your business's name.

Engage with the reviewer

If you still think that the review wasn't meant for your business, here's what you can do:

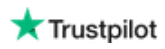
- You can [reply to this review](#) and engage in an open conversation. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.
- You could [request information](#) from the reviewer to find out more about them and their experience with your business.
- Keep in mind that a reviewer with a genuine experience may not have bought anything. They could have made contact with your business in [another way](#).

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

Thanks,

Neenu D,

Content Integrity Team



We are rated **4.3** out of **5**

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Trustpilot A/S

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