

Trustpilot A/S c/o Trustpilot Ltd
The Minster Building, 21 Mincing Lane
London EC3R 7AG

Date: Friday, 15 August 2025 (AEST)

Dear Trustpilot Legal,

We refer to your letter dated 14 August 2025 regarding Legion Killfeed. Your response does not address the evidence already provided and does not justify suppression of genuine reviews while coordinated competitor reviews remain online. Our business trades in NSW 2541 under ABN 28 387 377 607. Harm is occurring in NSW.

I. Fraudulent reviews and legal demands

Evidence provided in Ticket **#36755418** confirms that reviews by **“Z Doneskies”** and **“Robert McDonovan”** originate from a competitor’s coordinated campaign. Your own letter records that (a) *Z Doneskies* has been flagged “Not based on a genuine experience” on our behalf and “will be taken offline unless the reviewer provides documentation... within 3 days,” and (b) *Robert McDonovan* was filtered and was “online for 3 working days only.” Remove both reviews immediately under your fake-review rules and action the accounts for fraud. Confirm removals in writing.

II. Legal violations and jurisdiction

A. Publisher liability and Australian Consumer Law

Once on notice, Trustpilot is a publisher and may be liable for continued publication and republication under NSW defamation law (including the serious-harm threshold) and for misleading or deceptive conduct under the ACL. Your reinstatements after notice and reliance on “high bar” rhetoric do not displace publisher liability.

B. Jurisdiction clause

Any clause purporting to require exclusive proceedings in England & Wales is unenforceable against our Australian business where the publication and harm occurred in NSW. We will file in New South Wales and seek urgent injunctive relief if required. We rely on ACL s 23 (unfair contract terms) and the Competition and Consumer Act 2010 s 5 (application to Australian conduct). Your letter acknowledging your E&W clause is noted.

C. Digital-intermediaries steps

NSW’s 2024 reforms require reasonable access-prevention steps within 7 days of written complaint. You were on notice from 6 August 2025; republications/reinstatements after that defeat reliance on those defenses.

III. Specific moderation decisions and contradictions (audit and hold)

- **“Z Doneskies” (9 Aug 2025):** You state it reflects an “honestly held opinion,” yet you also flagged it “Not based on a genuine experience” and set a 3-day documentation window. Confirm whether documentation was provided and whether the review is now offline. Produce the full decision log (creation → final status). If none is provided, remove permanently and undertake non-republication.
- **“Robert McDonovan” (5 Aug 2025):** Now filtered; you record it was online for 3 working days. Maintain offline absent primary proof; produce authenticity materials before any reinstatement; preserve all moderation logs.
- **“Danny Hayes” (31 Jul 2025):** You confirm it was blurred as potentially defamatory and removed when not edited within 3 days. Non-republication only.
- **“Karl Messer” (5 Nov 2024):** Your chronology includes an internal dating error (“**On 2 December 2025** you flagged...”), which post-dates today and undermines your audit trail. Provide corrected dates and the full moderation/reinstatement logs (including prior removal for pre-dating and subsequent re-adds). Explain prolonged visibility despite repeated flags.
- **“WARZONE” (31 Jul 2025):** You say it was taken offline on 6 Aug for obscene content. Our record shows it remained live/reinstated during 2–12 Aug alongside your Legal team’s “don’t act to avoid wasteful costs” instruction—bad-faith republication post-notice. Preserve and produce full decision logs and timestamps for removal/reinstatements.

IV. Suppression of genuine reviews

- **12 Aug 2025:** user “iitzpuzzl3d” reported their review did not appear.
- **15 Aug 2025:** Jim Watkinson received your “didn’t make it online or was taken offline” decision citing automated detection and generic automation rationales.
- **15 Aug 2025:** a further verified customer reported suppression.
Demand: Reinstate these genuine reviews immediately and confirm publication.

V. Data disclosure demand (48 hours)

Provide the following for all disputed reviewers and the suppressed genuine reviews:

Names, emails, account creation dates; IP addresses with timestamps and associated device identifiers/hashes; moderation histories (submission timestamps, queueing, automated flags, human review, takedown and reinstatement actions). You state you “will not provide such personal data.” We assert a legal basis under GDPR Art 6(1)(f) to investigate fraud, tortious interference, and criminal offences including criminal defamation. Preserve all data pending lawful process.

VI. Moderation transparency and quantified disclosure

Your correspondence and customer notices admit reliance on automated detection technology and human teams. Provide:

A. Per-decision records for each impacted review on 12 Aug and 15 Aug 2025 (incl. “iitzpuzzl3d” and Jim Watkinson): decision type (automated/human/hybrid); rule IDs/model triggers; any confidence/risk scores; data considered (IP/device/geo/account age/history signals/timestamp anomalies/link or PII heuristics); full internal timestamps; statement of reasons and appeal path where automation materially influenced the outcome.

B. Aggregate metrics (1 Nov 2024 → present): counts of pre-publication blocks and post-publication takedowns by reason; median/P90 decision times (automated vs escalated human); appeal outcomes and false-positive rate affecting our profile; sentiment breakdown of blocked/offline reviews; material ruleset/threshold changes.

C. Preservation scope (litigation hold): raw/derived logs including model outputs and ruleset versions; reviewer account metadata; IP/device/geo signals; moderation tickets and hand-offs; backend event timestamps; any policy/config changes affecting our profile since 1 Nov 2024.

VII. Misleading conduct: “Top Mentions” and “AI Replies”

Your letter ignores the algorithmic “Artificial intelligence” Top Mention that mislabels our service and persists even when underlying reviews move or are removed. Staff confirmed Top Mentions are auto-generated from keywords (e.g., “bot/ChatGPT”) and are not manually editable, while you market paid “AI replies.” This is misleading or deceptive conduct and a false representation in trade or commerce. **Remedy:** Remove all AI-related Top Mentions for Legion Killfeed; issue a written correction acknowledging the label was algorithmic and erroneous; undertake that it will not be reapplied absent verifiable facts.

VIII. Harm particulars (serious harm and loss)

Serious harm is particularised with revenue and churn. **August 2025 revenue fell ~49.4% MoM** concurrent with the 2–12 Aug removal-reinstatement cluster and legal correspondence; multiple cancellations are documented. We will rely on these records and exhibits.

IX. Commonwealth escalation on notice — not yet filed

If you fail to comply with the deadlines below, we will submit a referral through the national ReportCyber portal for assessment of Commonwealth offences, including use of a carriage service to menace, harass or cause offence under **Criminal Code Act 1995 (Cth) s 474.17** (maximum penalty 5 years). Referral pathway:

<https://www.cyber.gov.au/report-and-recover/report>

For clarity, only AFP or ACIC can seek warrants, and only with judicial or AAT authorisation. This notice is given so records are preserved and you are prepared to comply with any lawful demand.

Potential Identify and Disrupt powers (if statutory thresholds are met) include:

• **Account Takeover Warrants** — Crimes Act 1914, Part IAAA (e.g., ss 3ZZUN, 3ZZUR):

https://classic.austlii.edu.au/au/legis/cth/consol_act/ca191482/s3zzun.html and

https://classic.austlii.edu.au/au/legis/cth/consol_act/ca191482/s3zzur.html

• **Data Disruption Warrants** — Surveillance Devices Act 2004 (e.g., ss 27KA, 27KE):
https://www5.austlii.edu.au/au/legis/cth/consol_act/sda2004210/s27ka.html and
https://www5.austlii.edu.au/au/legis/cth/consol_act/sda2004210/s27ke.html
• **Network Activity Warrants** — Surveillance Devices Act 2004 s 27KK:
https://classic.austlii.edu.au/au/legis/cth/consol_act/sda2004210/s27kk.html
State criminal defamation remains available: **Crimes Act 1900 (NSW) s 529** —
https://www5.austlii.edu.au/au/legis/nsw/consol_act/ca190082/s529.html

X. Required actions, deadlines, and named contact

Within 24 hours:

1. **Remove** the fraudulent *Z Doneskies* and *Robert McDonovan* reviews and confirm account actions.
2. **Maintain non-republication** controls (block trivially edited repeats; disable automated reinstatement on these items).

By 6:00 pm AEST on Sunday, 17 August 2025:

- 3) **Provide** the decision records, aggregate metrics, and logs described in Section VI.
- 4) **Reinstate** suppressed genuine reviews and confirm publication status.
- 5) **Confirm** a litigation hold is in place covering all materials specified above.

Named legal contact: Provide the full name, title, direct email, and direct phone number of the legal case owner responsible for Legion Killfeed. Unsigned or role-only messages will be treated as non-compliant.

Communications discipline: All further contact must come from your Legal team only. Uncoordinated non-legal emails after notice have aggravated cost and delay.

XI. Settlement (Calderbank)

Our **Calderbank offer** remains open. Substantive engagement is required by **Wednesday, 27 August 2025, 17:00 AEST**. The **final deadline is Wednesday, 3 September 2025, 17:00 AEST**. After 27 August, an **AUD 20,000 per day** goodwill holdback applies until complete removal of all identified reviews. If not accepted, we will file in the Supreme Court of NSW and rely on the offer on costs. Offers to Make Amends under Part 3 will be considered alongside the Calderbank.

XII. Final notice

If you miss the **24-hour** removal deadline, we will lodge a referral through <https://www.cyber.gov.au/report-and-recover/report> and any relevant NSW Police complaints. If you miss the **48-hour** disclosure and reinstatement obligations, we will commence proceedings in NSW for defamation, tortious interference, and unconscionable conduct, with applications for interlocutory injunctions and costs. We will also notify the ACCC regarding unfair practices and unfair contract terms.

Nothing in this correspondence waives any rights or admissions. All rights are reserved.

Yours faithfully,

Anthony Brodie

Director, Legion Killfeed

ABN 28 387 377 607

NSW 2541, Australia

legionkillfeed@outlook.com

Attachments enclosed with this email

- Trustpilot suppression notice to customer, page 1: Messenger_creation_90B0A475-75D3-415B-83CB-D22C93CB735F.jpg
- Trustpilot suppression notice to customer, page 2: Messenger_creation_3FA23969-EF7F-420C-B4D5-695EE7E19CFA.jpg

- Trustpilots Response.pdf, your 14 Aug 2025 letter as received.
- ABNCurrentDetails_28387377607.pdf, current ABN record.
- ABNHistoryDetails_28387377607.pdf, historical ABN record.
- CALDERBANK OFFER - SENT.pdf, prior legal notice with timeline and references.
- ALL_TP_COMS.pdf or All_TP_COMS.txt, correspondence bundle demonstrating conflicting moderation actions and legal escalation.

Previously supplied and referenced in your ticketing

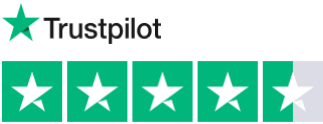
Evidence pack showing the competitor-led Facebook coordination that produced the *Z Doneskies* and *Robert McDonovan* reviews, including screenshots and identifiers linked to those profiles (Ticket reference on file).

From: Trustpilot Legal <legal@trustpilot.com>
Sent: Friday, August 15, 2025 12:11 AM
To: Soul Legion <legionkillfeed@outlook.com>
Subject: Trustpilot - Legion KillFeed

Please see the attached letter.

legal@trustpilot.com

Copenhagen / New York / Denver / London / Melbourne
Edinburgh / Hamburg / Milan / Amsterdam



We are rated **4.3** out of 5

London Stock Exchange: **TRST**

This email, including any attachments, may contain confidential and privileged information.
If you have received it by mistake, please notify us by reply email and then delete it from your system.
Thank you!

Attachments:

2025.08.14 Letter from Trustpilot to Legion Killfeed.pdf	220 KB
ABNCurrentDetails_28387377607.pdf	72.1 KB
ABNHistoryDetails_28387377607.pdf	74.1 KB
Trustpilots Response.pdf	196 KB
CALDERBANK OFFER - SENT.pdf	295 KB
All_TP_COMS.txt	1.8 MB
ALL_TP_COMS.pdf	19.9 MB

Referenced Files

ALL_TP_COMS.pdf or All_TP_COMS.txt, correspondence bundle demonstrating conflicting moderation actions and legal escalation.	./PDF Files/ALL_TP_COMS.pdf
logo.png	https://emailsignature.trustpilot.com/brand/s/2/logo.png
stars.png	https://emailsignature.trustpilot.com/signature/en-GB/2/46d6a890000064000500e0c3/stars.png
text.png	https://emailsignature.trustpilot.com/signature/en-GB/2/46d6a890000064000500e0c3/text.png

Email Headers

Subject	Re: Trustpilot - Legion KillFeed
From	Soul Legion <legionkillfeed@outlook.com>
Date	Fri 15 Aug 2025, 3:30 PM
To	Trustpilot Legal <legal@trustpilot.com>
CC	Press - Trust Pilot <press@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, "competition@accc.gov.au" <competition@accc.gov.au>, eSafety Commissioner <online@esafety.gov.au>
X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Thread-Topic	Trustpilot - Legion KillFeed
Thread-Index	AQHcDSVxvYMAH5semU2YPJBF4Murz7RjJBe7
X-MS-Exchange-MessageSentRepresentingType	1
Message-ID	<SL2P216MB202975934C66828BD54DBE5DDA34A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
References	<CAM938V0s0UGHp6udsedhgmSuFG2i=Zr+EScnmNmkrUeaa47iwQ@mail.gmail.com>
In-Reply-To	<CAM938V0s0UGHp6udsedhgmSuFG2i=Zr+EScnmNmkrUeaa47iwQ@mail.gmail.com>
Content-Language	en-AU
X-MS-Has-Attach	yes
X-MS-Exchange-Organization-SCL	-1
X-Message-Flag	Follow up
X-MS-Exchange-Organization-RecordReviewCfmType	0
Content-Type	multipart/mixed; boundary="_008_SL2P216MB202975934C66828BD54DBE5DDA34ASL2P216MB2029KORP_"
MIME-Version	1.0