

From: Soul Legion <Brodies@REDACTED.email>
To: "legal@trustpilot.com" <legal@trustpilot.com>
Subject: SUBJECT: ABN Misrepresentation, False Transparency, Ongoing Defamation – Evidence Included, Correction of Reply Date and Current Demands
Date: Wed, 20 Aug 2025 21:05:48 +1000

Dear Trustpilot Legal Team,

I write to formally correct the record and update my existing complaint.

1. Correction of Reply Date

My reply addressing your ABN contradictions was drafted earlier but, due to administrative error, was not sent at that time. It has now been properly dispatched today, Wednesday 20 August 2025, and this is to be treated as the operative date of receipt.

2. ABN Misrepresentation – Written Contradictions

- On 16 August 2025, your staff confirmed in writing:

“Trustpilot does not currently operate under an Australian Business Number (ABN). Our services are provided by our Danish parent company, Trustpilot A/S.”

- On 18 August 2025, you reversed position:

“Our legal entity in Australia is called Trpilot Pty Limited and our ABN is 37 605 147 260. Our registered office address is Level 22, 400 George Street, Sydney 2000.”

These two positions are irreconcilable. Either the first is true (no ABN, unlawful operation under A New Tax System (Australian Business Number) Act 1999 s 8), or the second is true (you misrepresented your legal status in writing, a breach of Australian Consumer Law s 18 misleading and deceptive conduct).

This contradiction is not a clerical slip but a material misrepresentation of corporate identity.

3. False and Misleading “Transparency”

Your so-called “transparency” modules further misrepresent Legion Killfeed. Specific examples include:

- Suppression of verified positives:
 - *Jim Watkinson (“I ser you”)* – signed up and left a genuine review. Trustpilot blocked/removed it under “automated detection technology,” despite my direct confirmation of its legitimacy. Trustpilot has refused reinstatement.
 - *“iitzpuzzl3d”* – confirmed in my Discord support server on 12 August 2025 that he left a review (“Done ❤️”). That review has never appeared on my profile, despite clear evidence of submission.





- Direct contradictions in public reporting:
 - Your “Company Activity” page states that *“Trustpilot has no recent records of Legion Killfeed – DayZ Discord Bot asking their customers to review them.”*
 - Yet, at the same time, your “Invitation Status” dashboard records 148 invitations sent with named recipients and delivery dates.
 - This is not an oversight — it is the publication of knowingly false statements about my business in your “transparency” module.



- Unequal carve-outs: Trustpilot grants itself disclaimers (“some reviews may mistakenly be written about other companies”) but denies the same safeguard to businesses.



- Reinstatement flip-flops: Reviews removed for guideline breaches were later reinstated, producing contradictory moderation records.



- False implication of wrongdoing: By pinning “alerts” and suppressing support, you present my business as non-transparent, when the misconduct lies with your moderation system.



This is misleading conduct under *ACL ss 18, 29(1)(g), 33*, and an unfair contract term under *ACL ss 23–24*. Exhibits evidencing the suppression of Watkinson’s and iitzpuzzl3d’s reviews, and the contradiction between “Company Activity” and “Invitation Status,” are enclosed.

4. Coordinated Harassment and Defamation

As set out in my 4 August 2025 complaint and with further evidence now provided:

- Moley (aka Karl Messar) – left a review on 6 November 2024 under the name *Karl Messar* that has remained online for over nine months despite repeated flagging. This review falsely claims I cancel payments, refuse refunds, and abuse customers. In reality, the issue arose from Moley’s own admitted PayPal dispute and their transfer of funds to a business account (screenshots attached). Even Trustpilot’s own internal investigation notes confirm that Moley’s complaints were primarily about PayPal, not Legion Killfeed, and yet the review continues to falsely attribute blame to me personally and my service. It also mocked me for autism, amounting to targeted harassment. Despite being flagged under multiple grounds (personal information, not based on a genuine experience, wrong domain, defamation), Trustpilot has repeatedly reinstated or upheld the review. Its ongoing publication is a clear breach of your guidelines and remains defamatory.
- Other reviewers (“Cunt,” “WARZONE,” “Danny Hayes,” “Robert McDonovan”) – These reviews were not genuine but part of an orchestrated attack initiated on Facebook, containing obscenity, fabricated fraud allegations, and harassment.



All of the above reviews contain defamatory imputations under the *Defamation Act 2005 (NSW)*, and you have been repeatedly notified. By continuing to host them, Trustpilot is a publisher in law (*Fairfax v Voller [2021] HCA 27*).

5. Current Demands

As set out in my Calderbank offer of 12 August 2025:

1. Permanent removal of the defamatory reviews.
 2. Suspension of the accounts involved in the harassment.
 3. Written confirmation of your true corporate identity and ABN status.
 4. Negotiation of settlement for damages, with indemnity costs consequences if ignored.
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6. Legal Implications of Continued Evasion

- Defamation liability (Australia, UK, Canada, US).
- ABN Act 1999 s 8 breach – refusal or failure to lawfully disclose.
- ACL breaches – misleading conduct, false testimonials, unfair contract terms, unconscionable conduct.
- eSafety Act 2021 (Cth) – hosting cyber-abuse content (obscene usernames, harassment).

Your ongoing strategy of delay, contradictory statements, and refusal to escalate to Legal only compounds liability. A London-listed company cannot expect to mislead regulators, businesses, and the public in this way and avoid scrutiny.

Action Required:

I demand a direct legal response within 48 hours addressing:

1. Which of your two irreconcilable ABN statements is correct.
2. Confirmation of permanent removal of defamatory reviews.
3. Engagement on settlement of damages in line with my Calderbank offer.

Failure to do so will leave me no choice but to proceed with formal court proceedings in Australia, with costs sought on an indemnity basis.

Yours faithfully,

**Anthony Brodie
Owner – Legion Killfeed
ABN 28 387 377 607**

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	"legal@trustpilot.com" <legal@trustpilot.com>
CC	Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>
Subject	SUBJECT: ABN Misrepresentation, False Transparency, Ongoing Defamation – Evidence Included, Correction of Reply Date and Current Demands
Thread-Topic	SUBJECT: ABN Misrepresentation, False Transparency, Ongoing Defamation – Evidence Included, Correction of Reply Date and Current Demands
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Date	Wed, 20 Aug 2025 21:05:48 +1000
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