

From: Soul Legion <Brodiess@REDACTED.email>
To: Support <support@trustpilot.com>
Subject: Re: Update on your request #00211219 [thread::W0RYoB1aeg6M0P6D0che5GA::]
Date: Tue, 02 Sep 2025 19:55:20 +1000

Hi Trustpilot Support,

The only thing you should be contacting me about is your republication after notice and the resulting damage.

On 1 September, your Content Integrity team reinstated a review I had already notified as defamatory. That is platform republication after notice. Video proof of the reinstatement is here:

<https://drive.google.com/file/d/17jFaHmCa5SXSPdpRRk7UhPjh-SlcmnpH/preview>.

The Calderbank offer that hasn't be appropriately engaged with = https://drive.google.com/file/d/1cpf-fAuvUuQj6DTigKnaLr7WM5M2nMM1/view?usp=drive_link

A final chance with a deadline of 22 hours (roughly) from now = https://drive.google.com/file/d/1bRPnT1f-vz0kKEfblw3WkHegwDqWnWfl/view?usp=drive_link

I strongly encourage you have your legal team immediately respond to my last email, there is no escaping republication after notice.

There is no escaping lying about not having an ABN then flip flopping two days later.

But on the search system, your own correspondence about Trustpilot search has been contradictory, which compounds the harm to my listing's visibility. One message said results are alphabetical, which does not match observed ordering. Another said ranking is influenced by the display name matching the domain and by country, which also does not match the live results I provided. My replies set out why those explanations do not align with what users actually see.

What I require now

1. Immediate removal of the reinstated review and written confirmation it will not be republished.
2. Identification of the decision-maker who reinstated it and who reviewed my complaint.
3. Preservation of the full moderation and audit trail for this review, including all flagging records, reinstatement logs, user actions, IP and event logs.
4. A written counter-offer for compensation that addresses removal, future non-publication, and my costs, responding to the settlement position already noticed. Please state your figure and terms.

Deadline

Please confirm items 1 to 4 by 5:00 pm AEST on 3 September 2025. If you decline, provide reasons in writing and identify the responsible decision-maker. Failing compliance I will escalate as foreshadowed.

For reference, your search explanations are in these threads:

- 7 Apr 2025 update describing search signals:
- 4 Apr 2025 thread and my detailed rebuttal on ordering:
- 1 Apr 2025 thread asserting alphabetical order:

Video proof:

<https://drive.google.com/file/d/17jFaHmCa5SXSPdpRRk7UhPjh-SlcmnpH/preview>

Regards,
Anthony Brodie
Owner and Developer

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of Support <support@trustpilot.com>
Sent: Tuesday, 2 September 2025 7:13 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on your request #00211219 [thread::W0RYoB1aeg6M0P6D0che5GA::]

Hello There!

Thank you for reaching out to Trustpilot. I hope you are well.

We always strive to respond as quickly as possible, but due to some recent internal adjustments to our systems, in particular, our CRM platform. Our response time has been a bit longer than usual. We truly appreciate your patience and understanding.

You previously contacted us regarding some queries on the search function on Trustpilot.

Do let me know if you still have questions on this

Regards

Nathan K.
Senior Business Support Agent



See our reviews



Find your answers

----- Original Message -----

From: Support [support@trustpilot.com]
Sent: 08/07/2025 08:03
To: support@trustpilot-help.zendesk.com
Subject: We've received your request #00211219 thread::W0RYoB1aeg6M0P6D0che5GA::

Hey,

We've received your request: #00211219.

Need to add more info to your request? Just reply to this email to update it.

Have a great day!
Trustpilot Support

Kind Regards

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Support <support@trustpilot.com>
CC	"legal@trustpilot.com" <legal@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>
Subject	Re: Update on your request #00211219 [thread::W0RYoB1aeg6M0P6D0che5GA::]
Thread-Topic	Update on your request #00211219 [thread::W0RYoB1aeg6M0P6D0che5GA::]
Thread-Index	AQHcG+nn9R1JhEd0cUilzY5nwtX2P7R/nLCC
X-MS-Exchange-MessageSentRepresentingType	1
Date	Tue, 02 Sep 2025 19:55:20 +1000
Message-ID	<PU4P216MB20274FE3BADE1E0A0EAC6606DA06A@PU4P216MB2027.KORP216.PROD.OUTLOOK.COM>
References	<C5kFf000SZ2JM900-_By_QidSAORocAJeK7o3Q@sfdc.net> <uEWkw000T1YEZ1001a7sCIUGRI2kBi8-51zBpw@sfdc.net>
In-Reply-To	<uEWkw000T1YEZ1001a7sCIUGRI2kBi8-51zBpw@sfdc.net>
Content-Language	en-AU
X-MS-Has-Attach	yes
X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
msip_labels	
Content-Type	multipart/mixed; boundary="_003_PU4P216MB20274FE3BADE1E0A0EAC6606DA06APU4P216MB2027KORP_"
MIME-Version	1.0