

From: Trustpilot Accounting <accounting@trustpilot.com>
To: Brodies@REDACTED.email
Subject: Thank you for reaching out to Trustpilot's Accounting Team! Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #37617523
Date: Mon, 01 Sep 2025 17:40:35 -0700

Thank you for your email.

We are experiencing a much higher number of emails from our customers at this time. Although we aim to respond within 5 working days, it may take us a little longer at the moment and we appreciate your patience. We **apologize** for any inconvenience caused.

So we can assist with your query more efficiently, please include your customer number in your communications with us. The number can be found on your Invoice or Statement.

If you have already submitted a request, please update or write additional comments regarding your request by replying to the existing email rather than submitting a new request-to avoid delays.

You may find additional support at our Trustpilot Support Centre where you will find many handy guides and FAQs: <https://support.trustpilot.com/hc/en-us>

Kind regards/De bedste hilsner/Cordialement

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Trustpilot Accounting Team

accounting@trustpilot.com

Pilestraede 58, 5th floor, 1112 Copenhagen K.



We are rated **4.4** 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!

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Received	from SL2P216MB2861.KORP216.PROD.OUTLOOK.COM (2603:1096:101:283::11) by SL2P216MB2029.KORP216.PROD.OUTLOOK.COM with HTTPS; Tue, 2 Sep 2025 00:40:40 +0000
Received	from SA0PR11CA0043.namprd11.prod.outlook.com (2603:10b6:806:d0::18) by SL2P216MB2861.KORP216.PROD.OUTLOOK.COM (2603:1096:101:283::11) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9094.16; Tue, 2 Sep 2025 00:40:39 +0000
Received	from SN1PEPF000397AF.namprd05.prod.outlook.com (2603:10b6:806:d0:cafe::e4) by SA0PR11CA0043.outlook.office365.com (2603:10b6:806:d0::18) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9073.27 via Frontend Transport; Tue, 2 Sep 2025 00:40:38 +0000
Authentication-Results	spf=pass (sender IP is 209.85.219.176) smtp.mailfrom=trustpilot.com; dkim=pass (signature was verified) header.d=trustpilot.com;dmarc=pass action=none header.from=trustpilot.com;compauth=pass reason=100
Received-SPF	Pass (protection.outlook.com: domain of trustpilot.com designates 209.85.219.176 as permitted sender) receiver=protection.outlook.com; client-ip=209.85.219.176; helo=mail-yb1-f176.google.com; pr=C
Received	from mail-yb1-f176.google.com (209.85.219.176) by SN1PEPF000397AF.mail.protection.outlook.com (10.167.248.53) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9073.11 via Frontend Transport; Tue, 2 Sep 2025 00:40:36 +0000
X-IncomingTopHeaderMarker	OriginalChecksum:C2350A41BE6FD6AA4CA9FEB47EA96ABA4FC8D9C0C91C233FC3EA015C13B31B2A;UpperCasedChecksum:B15F1385F740889685F866A141DD8D5146DDD23284AC776405B08D5EFOE56A3A;SizeAsReceived:2978;Count:19
Received	by mail-yb1-f176.google.com with SMTP id 3f1490d57ef6-e98b7071cc9so1330998276.3 for <Brodies@REDACTED.email>; Mon, 01 Sep 2025 17:40:35 -0700 (PDT)
DKIM-Signature	v=1; a=rsa-sha256; c=relaxed/relaxed; d=trustpilot.com; s=google; t=1756773635; x=1757378435; darn=outlook.com; h=auto-submitted:precedence:content-disposition :content-transfer-encoding:mime-version:subject:message-id:date:from :to:from:to:cc:subject:date:message-id:reply-to; bh=QFOYDRgv+nnCim0OwfzNudmHVK3bDSYLT2uak850/A0=; b=WyLDvtqpbEIMDChw5gz9ibQI07mj2U3nmpJsJS0PYboj3D/D/3qYTNNvI5AiZrN4II ERpCzOu4wTYIehlmSSpOsQ17zyE8IP+48y70Ozw6sqszOtJ8OEUHFztX6iswJRuIO7a0 anG04cFRwrD8hwYP6ApOqBDT4zAs9E+ePKbHl=
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X-Received	by 2002:a05:6902:f88:b0:e98:a303:d19 with SMTP id 3f1490d57ef6-e98a586c1a1mr8684867276.52.1756773635649; Mon, 01 Sep 2025 17:40:35 -0700 (PDT)
To	Brodies@REDACTED.email
From	Trustpilot Accounting <accounting@trustpilot.com>
Date	Mon, 01 Sep 2025 17:40:35 -0700
Message-ID	<CAJKFXsTeVDsQgo60M0BRyxoHHT1fr=2HMrTqPaBsX1DVcoJcVg@mail.gmail.com>
Subject	Thank you for reaching out to Trustpilot🙏;s Accounting Team! Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #37617523
Content-Type	text/html; charset="UTF-8"
Content-Transfer-Encoding	base64
Content-Disposition	inline
Precedence	bulk
X-Autoreply	yes
Auto-Submitted	auto-replied
X-IncomingHeaderCount	19
Return-Path	accounting@trustpilot.com
X-MS-Exchange-Organization-ExpirationStartTime	02 Sep 2025 00:40:36.0323 (UTC)
X-MS-Exchange-Organization-ExpirationStartTimeReason	OriginalSubmit
X-MS-Exchange-Organization-ExpirationInterval	1:00:00:00.0000000
X-MS-Exchange-Organization-ExpirationIntervalReason	OriginalSubmit
X-MS-Exchange-Organization-Network-Message-Id	f4e56681-5f5e-4b8f-48fe-08dde9b954f9

X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	SN1PEPF000397AF:EE_[SL2P216MB2861:EE_[SL2P216MB2029:EE_
X-MS-Exchange-Organization-AuthSource	SN1PEPF000397AF.namprd05.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	9/2/2025 12:40:23 AM
X-MS-Office365-Filtering-Correlation-Id	f4e56681-5f5e-4b8f-48fe-08dde9b954f9
X-MS-Exchange-EOPDirect	true
X-Sender-IP	209.85.219.176
X-SID-PRA	ACCOUNTING@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:0;ARA:1444111002 9000799050 461199028 10300799035 3217299011 39110799003 9400799033 9020799016 1680799057 4141999021 4400999028 3412199025 13082799006 1370799030 1380799030 1360799030;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	02 Sep 2025 00:40:36.0071 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	f4e56681-5f5e-4b8f-48fe-08dde9b954f9
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X-MS-Exchange-CrossTenant-AuthSource	SN1PEPF000397AF.namprd05.prod.outlook.com
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X-MS-Exchange-CrossTenant-FromEntityHeader	Internet
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X-MS-Exchange-Transport-CrossTenantHeadersStamped	SL2P216MB2861
X-MS-Exchange-Transport-EndToEndLatency	00:00:04.5926276
X-MS-Exchange-Processed-By-BccFoldering	15.20.9094.006
Keywords	Trustpilot
X-Microsoft-Antispam-Mailbox-Delivery	ucf:0;jmr:0;ex:0;auth:1;dest:I;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90013020)(91025020)(91040095)(9050020)(9060121)(9100341)(944500132)(2008001181)(4810010)(4910033)(9930004)(9545005)(10172021)(9320005)(120001);
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