
Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #37617523

From Soul Legion <legionkillfeed@outlook.com>

Date Tue 02-Sep-25 10:40 AM

To Trustpilot Content Integrity <contentintegrity@trustpilot.com>; legal@trustpilot.com <legal@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>

Cc Privacy - Trust Pilot <privacy@trustpilot.com>; Trustpilot Accounting <accounting@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>

 2 attachments (629 KB)

Without Prejudice Save as to Costs.pdf; CALDERBANK OFFER - TRUSTPILOT.pdf;

Hi Ansa and unnamed 'legal representatives', perhaps you should seek legal advice yourselves?

Your 1 September decision doesn't address the core issue. This matter isn't about "negative language" or keyword context checks — it is republication after notice.

- I notified Trustpilot of the defamatory content (see Calderbank offer, 14 Aug 2025, attached).
- After that notice, the same review was reinstated on 1 September — i.e., republished by Trustpilot after notification.
- Video proof (explicit) — this recording shows your staff member (you) republishing the flagged review after being on notice:
<https://drive.google.com/file/d/17jFaHmCa5SXSPdpRRk7UhPjh-SlcmnpH/preview>

That action is on Trustpilot. Once you're on notice, continuing publication or reinstating the same material is republication by the platform — not a question of "keywords" vs "context".

What I require now

1. Immediate removal of the WARZONE review and written confirmation it will not be republished.
2. Escalation to Senior Content Integrity and Legal, specifically to address republication after notice with reference to the attached letters and the video.
3. Decision-maker identification: who reinstated it and who reviewed this complaint (names/titles).
4. Hold & audit: preserve the full moderation/audit trail for this review (all flagging records, reinstatement logs, user actions, IP/event logs) pending resolution.
5. Process integrity: suspend the reviewer's posting privileges unless and until proof of a genuine transaction is provided.

Please confirm the above by 5:00 pm AEST on 3 September 2025. If you decline, provide your reasons in writing and identify the responsible decision-maker so I can escalate appropriately.

I remain willing to resolve this cooperatively, but any further republication after notice will be treated as publisher conduct and aggravating of damages.

Kind regards,

ANTHONY BRODIE 

Owner/Developer - ABN: [28387377607](#)

Attachments:

- Calderbank Offer — Trustpilot (14 Aug 2025).pdf
- Without Prejudice Save as to Costs (2 Sep 2025).pdf

Video proof (again):

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

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

Sent: Monday, 1 September 2025 7:20 PM

To: Anthony Brodie <legionkillfeed@outlook.com>

Subject: Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #37617523



Ansa J (Trustpilot Content Integrity)

1 Sept 2025, 10:20 BST

Hi Anthony Brodie,

Thanks for your inquiry about the [review](#) by WARZONE, which you flagged for containing defamatory content.

The decision

We've assessed the review and concluded that the words or phrases you've identified follow our [guidelines](#) for the reason you flagged them. Therefore, we've reinstated the review and won't be taking further action.

Please keep in mind that in our assessment, we look at context rather than keywords. We consider how the language you've highlighted would be interpreted by the average reader, and whether in the context of the whole review it's likely to cause serious harm to someone's reputation or serious financial loss to a business. While you might consider the language to be negative, this needs to be differentiated from being defamatory.

We've also assessed this review for the other reasons within the ["Harmful or Illegal"](#) flagging category, and found that the review doesn't contain hate speech or discrimination, terrorism-related content, threats or violence, or obscenities. Therefore, you won't be able to flag the review for these reasons.

Please keep this in mind when you flag a review for defamation, as repeated invalid reports can result in a [temporary block of your ability to flag reviews](#) via the platform.

Tell your side of the story

You can always [reply to this review](#) to help win respect and credibility. Replies appear alongside the review, so readers get the full picture from both a company's and reviewer's point of view.

If you have further questions, please reply to this email.

Thanks,

Ansa J,
Content Integrity Team



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Trustpilot A/S

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