

From: Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To: Anthony Brodie <Brodies@REDACTED.email>
Subject: Re: Decision on the review you've flagged - Ticket #36723684 - Ticket #37617523
Date: Mon, 08 Sep 2025 08:11:05 +0000



Ansa J (Trustpilot Content Integrity)

8 Sept 2025, 09:11 BST

Hi,

Thank you for reaching out to us regarding the recent review on our platform.

We have carefully reviewed the content in question and determined that it does **not** violate our guidelines or qualify as defamatory. Our platform aims to maintain an open and fair environment for sharing honest feedback, as long as it adheres to our established community standards. The review in question meets these standards and provides feedback that may be valuable to potential customers.

If you believe the review is **not based on a genuine experience**, we encourage you to flag it using the **"Not Based on Genuine Experience"** reason. This will prompt our team to request documentation from the reviewer to verify their experience. Based on the information provided, we will take the necessary actions.

By flagging such reviews, you help us ensure that all feedback on our platform remains authentic and fair.

Disputing a Decision

We do understand your frustration regarding this situation. If you feel that the decision made by our Content Integrity Team did not fully address your concerns, you have the option to request a fresh review of the case.

To do this, simply click the **"Dispute our Decision"** link at the bottom of the email you received from us. You'll be taken to a pre-filled form containing key details like the ticket number and review/business info. All you need to do is:

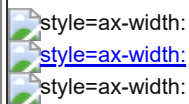
1. Enter your email address.
2. Explain why you want to dispute the decision.
3. (Optional) Upload any files to support your case.

Should you have any other questions or need assistance with this process, feel free to reply to this email — we'll be happy to help.

Thank you for your cooperation and continued efforts in maintaining a trustworthy review system.

Kind regards,

Ansa J,
Content Integrity Team



Trustpilot trades on the London Stock Exchange under the ticker **TRST**

Anthony Brodie

2 Sept 2025, 01:40 BST

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?utm_source=atgpt.com

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 [Anthony Brodie - Legion Killfeed Owner]

Owner/Developer - ABN: 28387377607 <<https://killfeed.co>>

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?utm_source=atgpt.com

Attachment(s)

[image.png](#)

[Without Prejudice Save as to Costs.pdf](#)

[CALDERBANK OFFER - TRUSTPILOT.pdf](#)

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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 [style=ax-width:](#)
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Trustpilot A/S

Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
Company no. 30276582

[LVD3DW-E111Y]

Email Headers (Raw)

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Date	Mon, 08 Sep 2025 08:11:05 +0000
From	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
Reply-To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>
To	Anthony Brodie <Brodies@REDACTED.email>
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