
Subject: Removal acknowledged - 6-day compensation & undertakings (Anthony Brodie v Trpilot Pty Limited & Trustpilot A/S) RE: 00243840 - Ticket #37049350 - Ticket #37940331

From Soul Legion [REDACTED]

Date Sun 05-Oct-25 11:07 AM

To Trustpilot Legal <legal@trustpilot.com>; Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Cc Trustpilot Legal <legal@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Trustpilot Accounting <accounting@trustpilot.com>; Support <support@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; compliance@trustpilot.com <compliance@trustpilot.com>

 2 attachments (307 KB)

Post Removal - Compensation Demand.pdf; Template - Deed_of_Settlement.pdf;

Deadline: Friday, 10 October 2025, 5:00 PM AEST

Dear Trustpilot Legal and Content Integrity Team,

All the defamatory reviews targeting **Legion Killfeed** have now been removed following sustained legal pressure and evidence submissions. However, this belated removal **does not extinguish Trustpilot's liability** for the **past publications** of those false allegations and their **re-publication after notice**. Your platform's own records and our evidence portal (at <https://they-wish-i-died.space/> [REDACTED] document over **1,075 primary exhibits** demonstrating: **(1)** systematic bad-faith moderation practices (e.g. 382 ignored notice emails and inconsistent policy enforcement), **(2)** deliberate reinstatement of removed defamatory content immediately after legal complaints (indicative of retaliatory intent, **(3)** severe reputational and financial harm caused to my business (including a collapse of nearly half our subscribers and a [REDACTED] and **(4)** a broader coordinated harassment campaign across Facebook, Discord, and Reddit that Trustpilot's inaction facilitated. In short, Trustpilot had full knowledge of the falsity and harm of these reviews yet chose to escalate the damage rather than mitigate it. The legal context and consequences can be summarized as follows.

Legal Violations and Liability

- Defamation (Australian Common Law): The content Trustpilot published on its platform about me and my business was blatantly false and gravely defamatory. The reviews contained egregious lies – including extreme accusations clearly intended to ruin my reputation – that have caused serious injury to my personal and professional standing. Under Australian defamation law, these publications meet all elements of defamation: they were communicated to third parties on Trustpilot's site, they carried defamatory imputations (e.g. calling my business a "scam" and worse), and they clearly identified Anthony Brodie / Legion Killfeed as the subject. Trustpilot, by hosting and actively disseminating this content to Australian readers, is liable as a primary publisher of the defamatory material.

- **Publisher Liability After Notice (Fairfax v Voller [2021] HCA 27):** Once Trustpilot became aware that these reviews were false and defamatory, it had a legal duty to remove them. Under the High Court's ruling in Fairfax Media Publications Pty Ltd v Voller [2021] HCA 27, an online platform with control over content that continues to host or resurface defamatory material after receiving notice is deemed a publisher of that material and is liable for it. Here, I provided explicit notice of the defamation repeatedly – 382 emails from July 2024 to Sept 2025 – yet Trustpilot not only failed to remove the injurious content promptly, it reinstated reviews that had been taken down, flipping them back online after my complaints. Each such intentional re-publication after notice constitutes a fresh publication in law, carrying renewed liability for Trustpilot. In other words, by deliberately restoring and continuing to publish the false reviews despite being put on notice, Trustpilot assumed full liability for defamation from the point of notice onward.
- **Serious Harm Threshold (Defamation Act 2005 NSW, s 10A):** The Defamation Act's "serious harm" requirement (inserted by s 10A) is unequivocally satisfied in this case. I am a small business operator (an "excluded corporation" under s 10 of the Act), and the evidence shows I suffered serious financial loss directly caused by the defamatory campaign on your platform. Before the false reviews, Legion Killfeed had steady growth and a 4.7/5 reputation. After the defamatory postings, our monthly revenue plummeted by [REDACTED] and [REDACTED]. One particularly vile "ABSOLUTE SCAM" review in [REDACTED]. This deep financial and reputational damage – [REDACTED] – is directly and temporally correlated with Trustpilot's publication and re-publication of the defamatory material. It clearly rises to "serious harm" under s 10A.
- **Misleading and Deceptive Conduct (Australian Consumer Law, s 18):** Trustpilot's handling of this matter also breached Australian consumer protection law. Section 18 of the Australian Consumer Law (ACL) prohibits misleading or deceptive conduct in trade or commerce. Trustpilot markets itself as a platform for authentic customer reviews, but in this case it presented fake, malicious testimonials as if they were genuine, deceiving consumers about my services. By displaying obviously fabricated reviews (from individuals who were never actually my customers) as legitimate feedback, and by simultaneously suppressing or ignoring genuine positive reviews, Trustpilot misled the public and potential clients about the quality and integrity of my business. The platform's implication that reviews are vetted or based on real experiences was blatantly false in this instance – a fact Trustpilot knew or ought to have known from the evidence I provided, yet it continued to give a misleading impression of my business on a public forum.
- **False or Misleading Representations (ACL, s 29(1)(a) & (g)):** In addition, Trustpilot made specific false representations in connection with the supply of its services to my business, in violation of s 29 of the ACL. Not only were the defamatory reviews themselves false representations about my business (suggesting it is a fraud or scam), but Trustpilot's own platform features contributed to misinformation. For example, the "Company Activity" section on my Trustpilot profile falsely indicated that Legion Killfeed had sent "0" review invitations to customers – a bogus statistic contradicted by our records of invitations. This wrongly implied to readers that I was attempting to hide feedback or had no real customers, which is untrue. Furthermore, Trustpilot applied AI-generated summary tags ("Top Mentions") to my profile that grossly mischaracterized my services and support methods. These misleading labels and representations – suggesting, for instance, that I had poor service or that the reviews were organically generated – are false and breach s 29(1)(a) (misrepresenting quality of services) and s 29(1)(g) (misrepresenting testimonials or endorsements). Trustpilot's conduct in publishing and algorithmically amplifying false negative content while presenting it as authentic feedback is squarely within the realm of

false and misleading representations to the public.

- **Failure to Meet Moderation Standards (Notice-And-Takedown Breaches):** Trustpilot utterly failed to uphold basic standards of content moderation and its own terms of service, especially after receiving legal notice. Over 382 separate email communications (from mid-2024 through 2025) I provided detailed proof that the reviews were false – including server logs, transaction receipts, and other technical evidence – and repeatedly begged for removal. Despite this, Trustpilot's responses were either non-existent or perfunctory and dismissive. Your staff ignored conclusive evidence of fabrication, and persisted in keeping the content online under the guise of a "neutral stance on disputes". This constitutes a breach of the duty of care expected of a platform in handling defamatory or harmful content. It also violates any implied contractual promise that Trustpilot will act in good faith and remove content that obviously breaches its guidelines. Instead of acting responsibly, Trustpilot's moderation team gave contradictory decisions (sometimes removing, then later reinstating identical content) and sent template responses that frustrated any meaningful resolution. In short, Trustpilot failed to take reasonable steps to prevent ongoing harm even after explicit legal notice, which is a stark violation of both legal and community standards.
- **Retaliatory Moderation & Algorithmic Manipulation:** Alarming, Trustpilot's conduct went beyond mere negligence into deliberate bad faith. After I escalated my complaints legally, Trustpilot engaged in retaliatory acts – most glaringly by resurrecting a defamatory review ("Warzone") on 1 September 2025 that had previously been removed for violating guidelines. This timing was no coincidence: the reinstatement came immediately after Trustpilot received a formal notice of impending litigation, which strongly suggests it was a punishment or pressure tactic. Additionally, Trustpilot manipulated its algorithms to maximize the damage to my reputation: the platform's systems promoted the controversial false reviews, making them highly visible to anyone searching my business, while Trustpilot personnel simultaneously gave pretextual excuses (like "technical errors" or claiming posts were "blurred" out) to pretend that the content wasn't fully accessible. Trustpilot even applied misleading AI-generated tags ("Top Mentions") that reinforced negative narratives about my services based on those very false reviews. Such actions demonstrate malice. The bad-faith moderation – reinstating content known to be false, and tweaking platform features to highlight it – is incontrovertible evidence that Trustpilot intentionally aggravated the harm after receiving my complaints, instead of addressing it.
- **Procedural Obstruction & Harassment Facilitation:** Trustpilot also engaged in a pattern of procedural stonewalling. Over more than a year, I encountered systemic obstacles: delayed or non-answers, repetitive boilerplate emails that ignored the substance of my reports, and the absence of any meaningful escalation path. This procedural obstruction meant that false reviews remained live for extensive periods, compounding the damage. Internally, Trustpilot's approach appeared to prioritize protecting the perpetrators and the platform's image over the rights of a victim of defamation. By refusing to timely remove content that blatantly violated your own guidelines, and by making it arduous for a business owner to get a response, Trustpilot effectively facilitated a coordinated harassment campaign against me. The evidence shows that known bad actors (including direct competitors and disgruntled former associates) were using Trustpilot in conjunction with attacks on other platforms – they orchestrated defamatory posts on Facebook, Discord, Reddit, and even dedicated hate websites to tarnish "Soul" and Legion Killfeed. I repeatedly informed Trustpilot about this broader context, including the fact that these reviewers were not real customers and were part of a malicious network, yet Trustpilot persisted with a "hands-off" approach. By giving these attackers a megaphone and refusing to shut it down despite clear evidence, Trustpilot became complicit in the harassment. This not only bolsters my

defamation case (showing aggravating factors like malice), but also may attract regulatory scrutiny for failure to ensure online safety.

((All the above legal contentions are detailed in the draft **Statement of Claim** and supporting **Witness Statements, Procedural History, Financial Impact Analysis, and Case Summary** – which have been provided to you – and are fully supported by the evidence.))*

To summarize: Trustpilot's actions (and inaction) violated multiple laws – **defamation law, consumer protection law, and fundamental duties of care and fairness** – and caused catastrophic harm to my business and reputation. Importantly, while the offending reviews have now finally been taken down, **your liability for the damage already done remains** undiminished. We now seek to resolve this matter without further delay.

Settlement Demands and Deadline

Trustpilot is hereby given a **final opportunity** to avoid litigation by complying with the following **demands in full by Friday, 10 October 2025 at 5:00 PM AEST**. This deadline is firm. If even one aspect of these demands remains unmet or if you respond with anything less than unconditional agreement, I will immediately proceed with court action and other enforcement measures as outlined below. The required terms are:

1. **Payment of [REDACTED]** in damages. This amount (previously communicated in the Calderbank offer) represents a reasonable estimation of my losses and damage: it encompasses the **statutory cap** for non-economic reputational harm, substantial **aggravated damages** for Trustpilot's bad-faith conduct (e.g. the vindictive re-publication and algorithmic misrepresentation), and **special damages** for quantified business losses (lost subscriptions, revenue decline, wasted time) caused by the defamatory campaign. The [REDACTED] figure is exclusive of legal costs – note that if this matter proceeds to judgment, I reserve the right to seek **additional costs** on an indemnity basis, but if you comply now, I am willing to treat this sum as a full and final compensation. Payment details (Australian bank account information) will be provided upon your written acceptance of all terms.
2. **Publication of a Corrective Notice** on the Legion Killfeed Trustpilot profile for a minimum of 12 months. This notice (the exact text to be agreed, but it must be prominent and satisfactory to me) shall: **(a)** acknowledge that Trustpilot's previous handling of Legion Killfeed's reviews was in error, **(b)** explicitly state that certain removed reviews were **not authentic customer experiences** and were incorrectly allowed to remain, **(c)** clarify that Trustpilot's automated systems (e.g. AI "Top Mentions" or content filters) **mischaracterized my business** and that these errors have been corrected, and **(d)** include a formal apology for the harm caused to me and my business by the platform's moderation failures. The purpose of this notice is to publicly rehabilitate Legion Killfeed's reputation by informing anyone who visits the page that the negative content they saw was not legitimate and was improperly handled by Trustpilot. The notice must be approved by me and remain easily visible to readers for at least one year.
3. **Legally Binding No-Republication Undertakings:** Trustpilot must provide written undertakings that it will **not permit any re-publication** of the defamatory allegations or any similar false claims about me/Legion Killfeed in the future. This includes an undertaking to **permanently bar** the original offending users and any known aliases from posting about my business, to **monitor and immediately remove** any reposts, edited versions, or new reviews containing the same defamatory imputations, and to implement technical measures (such as filters or verified purchase requirements) to **prevent false reviews** targeting my business going forward. In essence, Trustpilot needs to guarantee that the abuse of its platform to smear Legion Killfeed will

never happen again. Additionally, I require an expedited “notice-and-takedown” mechanism for any content about Legion Killfeed: upon receiving notice from me of allegedly defamatory content, Trustpilot must **immediately (within 24 hours)** investigate and remove it unless you can incontrovertibly prove its truth. These undertakings should be comprehensive and permanent.

4. **Full Disclosure of the Moderation Audit Trail (Aug 2024–Present):** I demand a complete, transparent accounting of **all Trustpilot internal actions and communications** regarding the Legion Killfeed reviews from the start of this issue to today. This includes providing: all Trustpilot **support ticket records, moderation decision logs, investigation notes, email or chat communications** (internal and with reviewers) concerning my flagged reviews, **metadata** of the reviews (timestamps, IP addresses, device/browser fingerprints associated with the reviewers), and any **algorithmic scoring or content categorization** data that affected my profile (for example, how the “Top Mentions” were generated and any Trustpilot “fraud detection” outputs for the reviews in question). I also expect disclosure of Trustpilot’s **policies or guidance** given to content moderators for this case. In short, I want the entire “audit trail” of how my reports were handled and how these defamatory posts were allowed, reinstated, and finally removed. This information is critical for accountability and to assess where Trustpilot’s processes failed.
5. **Confirmation of Australian Entity and Legal Contact:** Trustpilot must formally confirm the correct legal entity and agent for this matter. Initially, Trustpilot staff **denied operating under an Australian ABN**, but later admitted that **Trpilot Pty Limited (ABN 37 605 147 260)** is your Australian entity. I require written confirmation that Trpilot Pty Ltd is the entity responsible in Australia, and I further require the name and contact details of an **authorized legal representative** (or law firm) who will handle this dispute on Trustpilot’s behalf. This is to ensure any future legal steps are properly directed. Additionally, please confirm the **registered business address** in Australia for service of any court documents (as per your provided address: Level 22, 400 George St, Sydney). Having a local point of contact will also facilitate any discussions needed to implement the above remedies within the Australian jurisdiction.
6. **Removal of All AI-Generated “Top Mentions” Labels:** Trustpilot shall immediately remove any **AI-generated summary tags or “Top Mentions”** on the Legion Killfeed profile that were derived from the defamatory content. These AI labels (for example, highlighting supposed frequent words or themes from reviews) have been tainted by the false reviews and thus give a misleading impression to readers. In our case, such labels reinforced the defamatory narrative. Trustpilot must purge these labels and refrain from applying any automated summary that could mislead users about my service. If AI summaries remain a feature, Trustpilot should ensure they **only reflect genuine positive feedback** for Legion Killfeed now that the fake reviews are gone, or disable them entirely for my page. I expect confirmation that this cleanup has been done and that no residue of the defamation (even in algorithmic form) remains on the profile.

Each of the above points is **mandatory**. You must confirm in writing, by the stated deadline, that you will fulfill all these demands. I am open to reviewing draft texts for the corrective notice or undertakings, but there is **no room for negotiation on whether these steps are taken** – they will be taken, either voluntarily by Trustpilot now or through enforcement by the courts and regulators.

Consequences of Non-Compliance

If Trustpilot does not **fully comply** with all the above demands by **5:00 PM AEST on 10 October 2025**, I will immediately proceed with the following actions (without further notice to you):

- **Court Proceedings:** I will file the prepared **Statement of Claim** in the **Supreme Court of New South Wales** to initiate formal legal proceedings. The claim includes causes of action for

defamation, misleading conduct, and other breaches outlined above. Once filed, I will pursue the case to its conclusion, seeking not only the [REDACTED] in compensatory damages but also **aggravated damages, interest, and full costs**. Trustpilot's own correspondence (including the letter of 27 August 2025 rejecting my settlement offer) will be presented to the Court as evidence of bad faith. Please be advised that your refusal to address this matter when given the chance will be cited when arguing for **indemnity costs** – the Calderbank offer of [REDACTED] was more than reasonable, and your rejection of it (especially coupled with threats against me, as in your August 27 letter) entitles me to seek costs on a higher scale if I achieve a judgment equal to or above that amount. In short, lack of compliance will land Trustpilot in a costly court battle it cannot economically rationalize.

- **Regulatory Complaints:** I will escalate this issue to the relevant regulatory and enforcement bodies in Australia (and assist foreign regulators as needed). Specifically, I will lodge a formal complaint with the **Australian Competition & Consumer Commission (ACCC)** regarding Trustpilot's misleading and deceptive conduct and false representations to consumers. The ACCC has the power to investigate and prosecute breaches of the ACL, and your platform's behavior towards Legion Killfeed is a textbook case of marketplace misconduct (hosting fake testimonials and misrepresenting business practices). I will also refer the matter to the **Office of the Australian Information Commissioner (OAIC)** to examine any privacy or data-handling issues (for instance, how Trustpilot verified or failed to verify these reviewers and how it handled my personal information in the dispute). Furthermore, I have been in contact with the **eSafety Commissioner** regarding the online harassment aspect; non-compliance on your part will prompt me to actively support any investigation by eSafety into whether Trustpilot breached Australia's Online Safety expectations by refusing to remove abusive material targeting an Australian individual. In addition, international complaints are **already in motion**: reports have been made to law enforcement and regulatory agencies overseas given the cross-jurisdictional nature of this harassment. These include filings with UK police (Thames Valley) about an instigator in England, Canadian authorities about an instigator in Canada, and an EU regulatory review of Trustpilot A/S's conduct. If we cannot resolve this now, I will ensure all these bodies are updated to pursue whatever actions they can against Trustpilot and its relevant subsidiaries.
- **Public Exposure:** In the absence of a satisfactory resolution, I will engage with the media and public forums to **broadcast the facts** of this case. This is not a step I take lightly, but I will not hesitate to protect my name. Trustpilot's facilitation of defamation and its stonewalling of a small business owner's pleas is a matter of public interest – it raises questions about the safety and reliability of your platform for all users. I have already prepared a comprehensive case summary that can be shared with tech industry journalists, consumer rights advocates, and relevant online communities. The **evidence portal** (mentioned above) will be made accessible to reporters to substantiate every claim. I will specifically highlight how Trustpilot's Australian arm and its Danish headquarters failed to uphold basic standards of fairness, even after legal notice, and how this caused real human and economic damage. Such publicity will undoubtedly affect Trustpilot's reputation far beyond this single incident, but that responsibility lies with your company's decisions.
- **Criminal and Further Legal Action:** Finally, note that certain aspects of this matter involve **potential criminal conduct** by the individual perpetrators (e.g. stalking, child harassment, etc.). I have already filed reports as noted, and I will continue cooperating with police and cybercrime units internationally. Trustpilot's records and cooperation may be requested by those authorities in due course. If Trustpilot's non-compliance continues, I will explore whether any part of its conduct (for example, knowingly profiting from or aiding in the publication of defamatory falsehoods) could itself breach any Australian laws (such as criminal defamation or accessory liability in harassment). I will also seek any available penalties through Australian regulatory

channels – for instance, if this case demonstrates systemic issues with Trustpilot’s consumer protection compliance, the ACCC and state consumer agencies could impose fines or other orders. In sum, refusing to resolve this amicably will open Trustpilot to a wide array of enforcement actions, any one of which could be highly damaging.

I sincerely urge Trustpilot to appreciate the **gravity** of this situation. The **evidence** is overwhelming and meticulously documented (1,000+ exhibits of your platform’s wrongdoing), and the **legal violations** are clear-cut. My goal has always been to run a legitimate business and to have a fair online presence – I never wanted to be in a protracted dispute. Yet for over a year I faced harassment and defamation that **Trustpilot allowed and even exacerbated**, causing irreparable harm. I have given Trustpilot every chance to correct this voluntarily; now, with the defamatory content finally removed, the focus shifts to accountability for the damage done. This letter constitutes the **final attempt to resolve this matter without litigation**.

If Trustpilot complies in full with all the above demands by the deadline, I am prepared to consider the matter settled and will cease further escalation. I will, in that event, also be willing to discuss a mutually agreeable public statement to put this matter to rest. However, if the deadline passes without complete compliance, consider yourself on notice that the claim **will be filed** and the collateral actions described will proceed.

No further extensions or warnings will be given.

Thank you for your prompt attention to this urgent legal matter. I expect your written confirmation of compliance on or before 5:00 PM AEST, 10 October 2025.

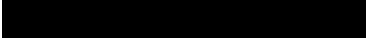
Sincerely,

Anthony Brodie 

Owner/Developer - ABN: [2838737607](#)

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

Sent: Thursday, 11 September 2025 12:34 AM

To: Anthony Brodie 

Subject: 00243840 - Re: We’ve detected misuse of your flagging tool on killfeed.co - Ticket #37049350 - Ticket #37940331



Jovin J (Trustpilot Content Integrity)

10 Sept 2025, 15:34 BST

Hi Anthony,

Thanks for your email and for outlining your concerns. To review the materials you've referenced, could you please resend the supporting evidence and attachments in **PDF, JPEG, or screenshot format**? This will help ensure we can open and assess all files properly.

Once we've received the documentation in one of these formats, we'll review your case in line with our guidelines and policies.

Best regards,

Jovin J,
Content Integrity Team



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

Anthony Brodie

10 Sept 2025, 12:14 BST

Subject: Re: We've detected misuse of your flagging tool on killfeed.co - Ticket [#37049350](#)

Requester Name: Anthony Brodie

Requester Email: [REDACTED]

Account: Killfeed

Case Creation Date: 2025-08-10 09:15:55

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*** INITIAL CUSTOMER MESSAGE/CASE DESCRIPTION ***
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Subject: Final Legal Notice – Retaliatory Conduct and Continued Publication of Defamation After Notice

To all recipients,

On 10 August 2025, mere hours after being served with a formal cease-and-desist (attached), Trustpilot issued a baseless and retaliatory accusation of "misuse of the flagging tool" against my business, Legion Killfeed. This response is not only false but transparently punitive and further escalates the serious legal exposure Trustpilot now faces.

Let me state this unequivocally: Trustpilot has been given multiple formal legal notices identifying specific reviews that breach its own policies and multiple laws (UK Defamation

Act 2013, EU Digital Services Act, Australian common law defamation, and criminal codes). These include reviews by:

*

"Cunt" – obscene username, no genuine experience, slanderous content

*

"WARZONE" – coordinated posting tied to rival service

*

"Danny Hayes" – UK-based competitor openly inciting attacks

*

"Brett Jones" – defamatory statements online and in Discord, documented as part of an abuse campaign

*

"Robert McDonovan" – whose review has been proven to be from a non-customer (see attached logs)

Despite more than a dozen flagged instances and detailed documentation, including Discord logs and screenshots, Trustpilot has failed to take comprehensive action. Instead, after receiving a legally binding cease-and-desist naming individual staff and citing defamation, your team launched a retaliatory "misuse" allegation — in what appears to be a blatant attempt to intimidate a small Australian business into silence. This email places Trustpilot and all named recipients on final legal notice:
Immediate Demands:

1.

Remove all defamatory reviews identified in prior correspondence (see attachments).

2.

Withdraw the retaliatory "misuse" allegation immediately and confirm in writing.

3.

Preserve all logs, internal messages, moderation decisions, and IP metadata related to reviews and flagging for all named users.

Failure to comply within 72 hours will result in:

*

Immediate civil action under UK and Australian defamation law

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Referral to:

*

UK Competition & Markets Authority

*

Australian Competition and Consumer Commission

*

EU DSA enforcement coordinators

*

Danish Forbrugerombudsmanden

*

Australian eSafety Commissioner

*

Individual staff responsible for publication, inaction, or retaliation may be named as defendants

I am attaching all relevant files, including:

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Cease and Desist.pdf

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Sent To Many.pdf

*

Full Trustpilot Email Thread.pdf

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Coordinated Harrassment.pdf

*

Formal Complaint to eSafety Commissioner

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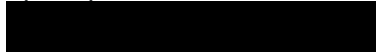
Trustpilot_Complaint_04Aug2025.pdf

The publication of defamatory, obscene, and fabricated content by known competitors and former users — after formal notice — constitutes an ongoing legal violation. Trustpilot has been given ample opportunity to act. It has chosen to retaliate instead. This ends today.

Anthony Brodie

Owner – Legion Killfeed

Sydney, NSW, Australia



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[\[https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png\]](https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png)Full Trustpilot Email Thread.pdf

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[\[https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png\]](https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png)Report an issue affecting your business · ACCC_redacted.pdf

[\[https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png\]](https://res-1.cdn.office.net/assets/mail/file-icon/png/pdf_16x16.png)Coordinated Harrassment.pdf

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*** COMPLETE CONVERSATION HISTORY ***

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Hey,

We've received your request: [#00243840](#).

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

Have a great day!

Trustpilot Support

Subject: Final Legal Notice – Retaliatory Conduct and Continued Publication of Defamation After Notice

To all recipients,

On 10 August 2025, mere hours after being served with a formal cease-and-desist (attached), Trustpilot issued a baseless and retaliatory accusation of "misuse of the flagging tool" against my business, Legion Killfeed. This response is not only false but transparently punitive and further escalates the serious legal exposure Trustpilot now faces.

Let me state this unequivocally: Trustpilot has been given multiple formal legal notices identifying specific reviews that breach its own policies and multiple laws (UK Defamation Act 2013, EU Digital Services Act, Australian common law defamation, and criminal codes). These include reviews by:

"Cunt" – obscene username, no genuine experience, slanderous content

"WARZONE" – coordinated posting tied to rival service

"Danny Hayes" – UK-based competitor openly inciting attacks

"Brett Jones" – defamatory statements online and in Discord, documented as part of an abuse campaign

"Robert McDonovan" – whose review has been proven to be from a non-customer (see attached logs)

Despite more than a dozen flagged instances and detailed documentation, including Discord logs and screenshots, Trustpilot has failed to take comprehensive action.

Instead, after receiving a legally binding cease-and-desist naming individual staff and citing defamation, your team launched a retaliatory "misuse" allegation — in what appears to be a blatant attempt to intimidate a small Australian business into silence.

This email places Trustpilot and all named recipients on final legal notice:

Immediate Demands:

Remove all defamatory reviews identified in prior correspondence (see attachments).

Withdraw the retaliatory "misuse" allegation immediately and confirm in writing.

Preserve all logs, internal messages, moderation decisions, and IP metadata related to reviews and flagging for all named users.

Failure to comply within 72 hours will result in:

Immediate civil action under UK and Australian defamation law

Referral to:

UK Competition & Markets Authority

Australian Competition and Consumer Commission

EU DSA enforcement coordinators

Danish Forbrugerombudsmanden

Australian eSafety Commissioner

Individual staff responsible for publication, inaction, or retaliation may be named as defendants

I am attaching all relevant files, including:

Cease and Desist.pdf

Sent To Many.pdf

Full Trustpilot Email Thread.pdf

Coordinated Harrassment.pdf

Formal Complaint to eSafety Commissioner

Trustpilot_Complaint_04Aug2025.pdf

The publication of defamatory, obscene, and fabricated content by known competitors and former users — after formal notice — constitutes an ongoing legal violation.

Trustpilot has been given ample opportunity to act. It has chosen to retaliate instead.

This ends today.

Anthony Brodie

Owner – Legion Killfeed

Sydney, NSW, Australia



Cease
and Desist.pdf

Sent
To Many.pdf

Full
Trustpilot Email Thread.pdf

Screenshot_20250806_212400_Discord.webp

Screenshot_20250806_212351_Discord.webp

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Criminal Complaint to Canadian Authorities Brett Jone.pdf

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Complaint to the eSafety Commissioner – Coordinated International Harassment and
Defamation C.pdf

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Trustpilot_Complaint_04Aug2025.pdf

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Best regards

Emilie

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