

From: Soul Legion <Brodiess@REDACTED.email>
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>, Support <support@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>
Subject: 1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048
Date: Fri, 10 Oct 2025 16:26:18 +1100

Dear Trustpilot Legal and Content Integrity Team,

As of this writing, approximately 30 **minutes** remain until the **5:00 PM AEST, 10 October 2025** deadline I set in my letter of 5 October 2025. I have received **no response or compliance** regarding the demanded compensation and remedial actions. This silence is unacceptable and further **evidence of bad-faith** on Trustpilot's part. You may have belatedly removed the defamatory reviews targeting **Legion Killfeed** after sustained pressure, but Trustpilot's liability for the damage caused is **not extinguished** by those removals – especially given the **documented pattern of misconduct** that preceded and followed them. In fact, your platform's own records (and my evidence portal) chronicle *hundreds* of ignored notices and even the **deliberate re-publication** of defamatory content after it had been removed, in what appears to be a retaliatory act. Such actions speak to an institutional failure of integrity and an utter disregard for the harm inflicted.

Additional Evidence – DayZ Multi Tool False Review: To underscore that the Legion Killfeed case was not an isolated incident, I draw your attention to a separate Trustpilot business profile under my ownership – the **DayZ Multi Tool** (dayzmultitool.com). In that case, a known competitor (alias "Kamikaze420") posted a **fraudulent review** under the name "Kyle," falsely claiming that my Discord bot "was used to wipe [his] server" and citing a leaked bot code as proof. This allegation is **patently false and technically impossible** – the bot in question **cannot perform any such destructive action**, a fact confirmed by its code and Discord audit logs. Moreover, the individual behind this "Kyle" profile **never used** the DayZ Multi Tool at all, meaning the review was **entirely fabricated**. We even obtained the perpetrator's own admissions (via Discord screenshots) in which he **bragged about posting fake reviews** against my services. In other words, Trustpilot was presented with **irrefutable evidence** that the review was maliciously false.

How did Trustpilot respond? Rather than remove the obviously fake review, your **Content Integrity team refused to take it down on a mere procedural pretext**. Specifically, I was told that because the review had initially been flagged under the wrong category ("Advertising or promotional content"), your team was "unable to take further action under this ticket" – a **ludicrous excuse** in the face of the evidence I provided. I had, in fact, flagged the review multiple times under various options since **2024**, desperately trying to get it addressed, all to no avail. Trustpilot's moderators stuck to script, insisting I re-submit the report under a different reason code instead of simply acting on the **truth** of the matter. This hair-splitting stance effectively **shielded a defamatory lie** behind your workflow rules. Even when I complied and your staff *themselves* re-flagged the review under the proper category, the result was yet another refusal to remove it (until legal escalation forced the issue). Put plainly, Trustpilot **knowingly allowed a fake, harmful review to remain public for over a year** on my DayZ Multi Tool profile – just as it did with the Legion Killfeed reviews – despite having full knowledge that the content was false, posted by bad actors, and in blatant violation of your guidelines. Your own agent eventually acknowledged "multiple accounts" and a deleted review in that scenario, proving that Trustpilot was aware of the reviewer's illegitimacy.

This **pattern of willful inaction and obstruction** by Trustpilot is now abundantly clear. In **two separate business accounts** of mine, your team received detailed proof of *fabricated reviews* (including the perpetrators' **own admissions of fakery**) and proof of *impossible accusations*, yet consistently refused to promptly or properly intervene. Instead, Trustpilot imposed procedural hurdles, delivered boilerplate

responses, and even **reinstated defamatory content** after complaints – behavior completely at odds with your advertised commitment to content integrity. By choosing to ignore verifiable falsehoods and by re-publishing defamatory material **after** being notified of its falsity, Trustpilot made itself an active **publisher of defamation** from the moment of notice onward. Australian law is unequivocal on this point: once a platform is notified of defamatory content and fails to remove it, it is **liable as a publisher** for the continuing publication (*Fairfax Media v Voller*). Trustpilot received not just one notice, but **hundreds** – 382 separate email communications, to be exact – and not only did it fail to remove the harm in a timely manner, it *compounded* it.

The **consequences** of Trustpilot's misconduct have been catastrophic for my business and reputation. As I detailed previously, Legion Killfeed went from a 4.7/5 rating and steady growth to a sudden **56% plunge in monthly revenue** and loss of nearly half our subscriber base once the wave of false reviews hit. One particularly vile "ABSOLUTE SCAM" post caused **23 clients** to drop our service overnight. This severe harm was a direct result of **Trustpilot allowing malicious lies to thrive on its platform**. The DayZ Multi Tool review by "Kyle" likewise aimed to scare users away with a fabricated horror story, undermining trust in a tool used by thousands. Trustpilot's decision to leave that review live (and even **"re-open"** it after initial removal attempts) until legal action loomed speaks volumes about your platform's priorities. Far from being a neutral intermediary, Trustpilot has shown itself to be an enabler of **false and malicious attacks** – disregarding its own guidelines and deceiving consumers in the process.

Final Demands – 30 minutes to Comply: Given Trustpilot's failure to meet the demands in my 5 October letter, consider this message a **final reminder** and **last opportunity** to resolve this matter without further escalation. By **5:00 PM AEST today (10 Oct 2025)**, I require:

- **Written confirmation** that Trustpilot will promptly pay the **compensation** I demanded for the documented losses and damage to my business (as per the **Post-Removal Compensation Demand** sent earlier), and
- **Execution of the binding undertakings** outlined in the proposed **Deed of Settlement** (previously provided), which include non-repeat assurances and remedial steps to prevent such egregious moderation failures in the future.

If I do not receive an acceptable response by the deadline, I will immediately proceed with the actions I have already put on notice. This includes filing my prepared **defamation lawsuit** against Trustpilot in the Supreme Court of New South Wales without further warning, seeking full damages and legal costs. I will also be lodging formal complaints with the Australian **eSafety Commissioner** and **ACCC**, as well as notifying the **UK Competition & Markets Authority** and the **Danish Consumer Ombudsman** about Trustpilot's conduct. Furthermore, I will publicize Trustpilot's handling of this case – including publishing the extensive evidence (over 1,000 exhibits) of your platform's misconduct – so that other businesses, consumers, and media outlets are aware of the **truth**. Trustpilot's **public image and investor relations** will undoubtedly suffer once it becomes clear how your company has been complicit in defamation and harassment.

Let me be unequivocal: **Trustpilot's opportunity to mitigate this damage is nearly exhausted**. I strongly urge you to reconsider your position in these final hours. Providing the requested compensation and signing the settlement undertakings will resolve this matter today. Refusing to do so will guarantee a protracted legal battle and public exposure that will far eclipse the cost of an amicable settlement. The evidence is overwhelming, and my resolve is firm. If Trustpilot continues to stonewall, you will leave me no choice but to protect my rights and my business through every available legal and public avenue.

I hope to receive your prompt confirmation of compliance **before 5:00 PM AEST**. If instead the deadline passes unmet, consider this email the **culmination of our pre-litigation correspondence** – and prepare for the imminent consequences.

Sincerely,

Anthony Brodie

Owner – Legion Killfeed & DayZ Multi Tool

Australian Business Number: 28 387 377 607

(All rights expressly reserved. This email and prior notices may be used in court to demonstrate Trustpilot's awareness and neglect of the issues at hand.)

NOTE: ALL RESPONSES MUST STRICTLY GO TO MY PRIMARY EMAIL ADDRESS

Brodie@REDACTED.email





Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>, Support <support@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>
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Thread-Topic	1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048
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X-MS-Exchange-MessageSentRepresentingType	1
Date	Fri, 10 Oct 2025 16:26:18 +1100
Message-ID	<PU4P216MB1568ADF99C59E073B9882B81DAEFA@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>
Keywords	Trustpilot
Content-Language	en-AU
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X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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