

From: Trustpilot Accounting <accounting@trustpilot.com>
To: Brodies@REDACTED.email
Subject: Thank you for reaching out to Trustpilot's Accounting Team! Re: 1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048
Date: Thu, 09 Oct 2025 22:26:32 -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>

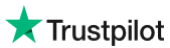
Kind regards/De bedste hilsner/Cordialement

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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 SE2P216MB1858.KORP216.PROD.OUTLOOK.COM (2603:1096:101:f8::7) by PU4P216MB1568.KORP216.PROD.OUTLOOK.COM with HTTPS; Fri, 10 Oct 2025 05:26:35 +0000
Received	from SA9PR13CA0131.namprd13.prod.outlook.com (2603:10b6:806:27::16) by SE2P216MB1858.KORP216.PROD.OUTLOOK.COM (2603:1096:101:f8::7) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9203.10; Fri, 10 Oct 2025 05:26:34 +0000
Received	from SN1PEPF0002BA51.namprd03.prod.outlook.com (2603:10b6:806:27:cafe::e5) by SA9PR13CA0131.outlook.office365.com (2603:10b6:806:27::16) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9228.6 via Frontend Transport; Fri, 10 Oct 2025 05:26:32 +0000
Authentication-Results	spf=pass (sender IP is 74.125.224.51) 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 74.125.224.51 as permitted sender) receiver=protection.outlook.com; client-ip=74.125.224.51; helo=mail-yx1-f51.google.com; pr=C
Received	from mail-yx1-f51.google.com (74.125.224.51) by SN1PEPF0002BA51.mail.protection.outlook.com (10.167.242.74) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9203.9 via Frontend Transport; Fri, 10 Oct 2025 05:26:32 +0000
X-IncomingTopHeaderMarker	OriginalChecksum:7A28A2837CF5E890A1D7D48D2F3D2E8AED6BFE543B90092F1EBBC3E89F5918AB1;UpperCasedChecksum:D583D6E9EFFAD884B808C09E650E5085C7A56A78338202D88BA11C6B0E84F334;SizeAsReceived:2954;Count:19
Received	by mail-yx1-f51.google.com with SMTP id 956f58d0204a3-63606491e66so1334879d50.2 for <Brodies@REDACTED.email>; Thu, 09 Oct 2025 22:26:32 -0700 (PDT)
DKIM-Signature	v=1; a=rsa-sha256; c=relaxed/relaxed; d=trustpilot.com; s=google; t=1760073992; x=1760678792; 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=iQ/zx/uJj6cpHvSsCv0jRiO KjCqk+Sl6R7efrAZzwobD/Ufh614/idVuzR1zftVhMd nzuXLZAcn8c21S1Gfmp0wGlwafppUWF21B7XTJIE7FNIiKQrgGcY2X/HT1/QN2t/Otgc CrgnOjbiTuWLP1NjaQDiMlfasDqr2ZP5VHYLU=
X-Google-DKIM-Signature	v=1; a=rsa-sha256; c=relaxed/relaxed; d=1e100.net; s=20230601; t=1760073992; x=1760678792; h=auto-submitted:precedence:content-disposition :content-transfer-encoding:mime-version:subject:message-id:date:from :to:x-gm-message-state:from:to:cc:subject:date:message-id:reply-to; bh=QFOYDRgv+nnCim0OwfzNudmHVK3bDSYLT2uak850/A0=; b=D/WFRzC4ZpC2rKx/DqK4NZQo5 Ldh1uiAga3cH+Tq1npsTycnjpn4hMcfj4luH6IIr KTyHV3RaWi4xfwg2fiYPOG0nJxgRZ4bgqgU3g82fBahxPGGcAhplpwiaaUFfbjRtxNK 55d5VCuqYUNI2DI5J2lbZJpDfRGy33u7z3cko6mNr5FKnN2uBBY/xPvPOgHtP69jAwI9 jVX6i3OkPpFacpKE praydkzexN4AI7qAQS6tQ+6qi9viaFB6g979jxwVaU/mZ9uM06fv C+P0kN9J5iC1ybSLtoqMhlp6isu yxximu/IE4EGfL4pEeHv0Mo5dv+EHTzAgu82++V4w XbGA==
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X-Gm-Gg	ASbGnctNEFHprQCrmCYtCMBRkzrb5rTp7Ah+hYOg3Qv5whdEI6EBT2B2FkcGnr8CSKB n3V6cEt9rlEZxrSjh5Fr BzQ6jXqYj7MYTQ5JIVE4u24AzuldTPmflukc16al9Ohtid2FLNjfm3M 8uAXe8/3PntWTpfe5vFfK6hMxc3yydxh ExCszrWj6f+ONCWuoc6UNxLcmuujPdk18ZBdeiygXgK 0lxl0I3DACYJO0C9pl=
X-Google-Smtp-Source	AGHT+IEUcvLdS5itFkL/0Z6KgMWzzUKmZS7Rlbd1lg6LCeY7aPtctNtbC0HcCYbZENFhPmWfcalGgX87BQqEN966 YHisrrhXmWr4oUquUu6l
X-Received	by 2002:a05:690e:706:b0:636:d286:4832 with SMTP id 956f58d0204a3-63ccb84603dmr7421908d50.20.1760073992232; Thu, 09 Oct 2025 22:26:32 -0700 (PDT)
To	Brodies@REDACTED.email
From	Trustpilot Accounting <accounting@trustpilot.com>
Date	Thu, 09 Oct 2025 22:26:32 -0700
Message-ID	<CAJkFxsSM8+QDP3UiJkRM6ypz_YJ89Ut8BG3dPHSi5cRWqTMNag@mail.gmail.com>
Subject	Thank you for reaching out to Trustpilot☐7;s Accounting Team! Re: 1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048
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	10 Oct 2025 05:26:32.7034 (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	d92347e5-0579-4f54-0be4-08de07bd92d8

X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	SN1PEPF0002BA51:EE_]SE2P216MB1858:EE_]PU4P216MB1568:EE_
X-MS-Exchange-Organization-AuthSource	SN1PEPF0002BA51.namprd03.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	10/10/2025 5:26:19 AM
X-MS-Office365-Filtering-Correlation-Id	d92347e5-0579-4f54-0be4-08de07bd92d8
X-MS-Exchange-EOPDirect	true
X-Sender-IP	74.125.224.51
X-SID-PRA	ACCOUNTING@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:0;ARA:1444111002 3217299011 84100799003 32080799003 39110799003 1680799066 10300799035 9000799056 461199028 9400799040 1360799030 1380799030 1370799030 13082799006 440099028 4141999021 3412199025;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	10 Oct 2025 05:26:32.6782 (UTC)
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X-MS-Exchange-CrossTenant-AuthSource	SN1PEPF0002BA51.namprd03.prod.outlook.com
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X-MS-Exchange-CrossTenant-FromEntityHeader	Internet
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X-MS-Exchange-Transport-CrossTenantHeadersStamped	SE2P216MB1858
X-MS-Exchange-Transport-EndToEndLatency	00:00:03.0696290
X-MS-Exchange-Processed-By-BccFoldering	15.20.9203.007
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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