

Subject: Re: Update on your request #00401546 [thread::uw6i4LlIdN6tLZoT8hr6cmA::]

From: Soul Legion <legionkillfeed@outlook.com>

Date: Mon 24 Nov 2025, 11:07 PM

To: Trust Support <trust.operations@trustpilot.com>

I swear to god if you republish defamatory content again I will not settle. I will not accept any payment. I will fight in court until you are held responsible for your criminal conduct.

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From: Trust Support <trust.operations@trustpilot.com>

Sent: Monday, November 24, 2025 8:41:34 PM

To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>

Subject: Update on your request #00401546 [thread::uw6i4LlIdN6tLZoT8hr6cmA::]

Hi,

I hope this email finds you well.

We have assessed the review for the flagged reason, and we can confirm that the review in question does not violate our guidelines for that specific reason.

If you believe the review contains defamatory content, please flag it for the appropriate reason so we can reassess it accordingly.

Thank you for your cooperation and understanding.

Best regards,

Amal



See our reviews



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----- Original Message -----

From: Soul Legion [legionkillfeed@outlook.com]

Sent: 10/10/2025 07:26

To: privacy@trustpilot.com; legal@trustpilot.com; contentintegrity@trustpilot.com; press@trustpilot.com; adrian.blair@trustpilot.com; accounting@trustpilot.com; support@trustpilot.com

Subject: 1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048

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 LEGIONKILLFEED@OUTLOOK.COM

**Integrity, Righteous, Resolute**

13 reviews AU



Aug 5, 2025

Despite multiple reports Trustpilot is ignoring the evidence and enabling harassment

Despite multiple reports, Trustpilot refuses to take down two blatantly fake reviews: one from an account literally named "C**t" and another from "WARZONE." Both are part of a documented smear campaign that's been reported to authorities in multiple countries.

One review falsely claims my business is "robbing people", posted by an account using an obscene slur as its username (a clear violation of Trustpilot's own rules). The other repeats the same lie within hours, proving it's coordinated.

These aren't real customer complaints. They're part of a targeted harassment campaign started on social media by competitors and bad actors with personal grudges. Some have even admitted to organizing fake chargebacks and mass review-bombing to hurt my business.

I've reported these for defamation, obscenity, and malicious intent, yet Trustpilot insists they "don't breach guidelines." Never mind that one username is literally one of the most offensive words in English.

The damage is real. Potential customers see these lies and walk away. My reputation takes a hit while fake reviews stay up for days... and Trustpilot does nothing.

If you're a business owner, be warned: Trustpilot won't protect you. Even when reviews break every rule in their own Terms of Use, they'll look the other way.

July 30, 2025

Unprompted review

[Edit](#) [Delete](#) [Share](#)

Reply from Trustpilot

Aug 8, 2025

Hi there,

We're very sorry to hear about this distressing situation. Usernames containing obscene language are a clear violation of our guidelines, and we take reports of harassment very seriously.

If you have a business account, please flag the review from there. Alternatively, please submit all details and evidence through our contact form. This will allow our Content Integrity team to conduct a full investigation into the matter for you: <https://help.trustpilot.com/s/contact-us>.

If you have already flagged the review, and you think the wrong decision was made, please follow up with our Content Integrity Team so they can take another look and help out.

-Melody, The Trustpilot Team

This bot was used to wipe my server

This bot was used to wipe my server and all it's channels, messages and roles. The Admin/Owner of this bot used a command to do this. This is extremely unprofessional.

Discord bot code was leaked online and code was found to delete all channels, messages.

Replied Share Request information Investigation complete

Aug 8, 2025, 1:02 AM

Investigation complete:

There's a different issue

Aug 7, 2025, 9:04 PM | asoulofone@hotmail.com

Investigating:

Aug 7, 2025, 8:56 PM

Investigation complete:

The review doesn't breach our guidelines for: **personal information**.

Aug 5, 2025, 12:20 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **personal information**.

Aug 5, 2025, 12:04 PM

Reviewer disagreed:

The reviewer hasn't updated their review as they **disagreed** with your request to remove **personal information**.

Aug 4, 2025, 12:02 PM | Anthony Brodie (asoulofone@hotmail.com)

Request sent:

You asked the reviewer to update their review by removing **personal information**.

Jul 31, 2025, 12:39 AM

Investigation complete:

The review doesn't breach our guidelines for: **advertising or promotional content**.

Jul 28, 2025, 8:57 AM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **advertising or promotional content**.

Sep 13, 2024, 11:14 PM

Investigation complete:

The review doesn't breach our guidelines for: **being about a different business**.

Sep 13, 2024, 12:34 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **being about a different business**.

Sep 9, 2024, 11:14 PM

Reviewer didn't respond:

The reviewer didn't react to your request to move their review to **another domain** before September 9 at 11:14 PM.

Sep 6, 2024, 11:14 PM | Anthony Brodie (asoulofone@hotmail.com)

Request sent:

You asked the reviewer to move their review to **another domain**.

Aug 26, 2024, 11:47 PM

Investigation complete:

The review doesn't breach our guidelines for: **terrorism**.

Aug 26, 2024, 8:55 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **terrorism**.

Aug 25, 2024, 10:03 AM

Investigation complete:

The review doesn't breach our guidelines for: **not based on a genuine experience**.

Aug 25, 2024, 3:22 AM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review for: **not based on a genuine experience**.

Hide history