

From: Do not reply <donotreply@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #00678931 [thread::l2fQEyvOeTCTZoRIRNVKB2A::]
Date: Wed, 03 Dec 2025 10:51:18 +0000

Hello,

I hope you are doing well.

The review that you have flagged was investigated and we have found no violation in the review.

Since the review follows our guidelines, we won't be taking any further actions from our end.

If you still disagree with the outcome of our assessment, you can dispute our decision using the **"Appeal Our Decision"** link at the bottom of this email.

By using that link, you can escalate the matter for further internal review.

We appreciate your cooperation and are committed to ensuring the process remains fair and transparent for all parties involved.

Thank you for your understanding.

Adithya

See our reviews



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

From: Soul Legion [Brodies@REDACTED.email]
Sent: 02/12/2025 23:11
To: legal@trustpilot.com; trust.operations@trustpilot.com
Subject: Re: Update on the review you flagged - Case #00678931

Please treat this as a further escalation of your decision that the review:

"Rude, unwilling to help, Soul needs profession help."

Reference: Hooded_saw

"doesn't breach" your guidelines for hate speech or discrimination.

I am an individual Australian small-business owner. You are not looking at this in isolation. By this point you already know:

- you have been repeatedly put on formal notice about false, defamatory reviews on my profile
- you have been provided with extensive legal context under Australian law
- you hold, on your own systems, a long history of removed and then quietly reinstated defamatory reviews about me and my business

- you have been given a detailed cross-platform chronology of the harassment campaign that your platform is actively amplifying.

You are therefore not making a naïve or first-time moderation error. You are continuing publication with actual knowledge of the wider defamation and harassment context.

1. You already have actual knowledge of the defamation and harassment

Over the last year you have:

- Removed and then reinstated demonstrably false “scam” and “deletes your server” reviews after I provided transaction logs and technical evidence.
- Received a formal cease and desist notice prohibiting republication of specific defamatory material, which you then ignored by reinstating that same content.
- Been given detailed references to how these reviews are coordinated with Facebook posts, Discord harassment, and Reddit threads, all tied to the same small group of competitors.

Separately from your internal records, I maintain a structured harassment dossier of 1,498+ evidence files (emails, screenshots, PDFs, logs, payment records) across Discord, Facebook/Meta, Reddit and Trustpilot that tracks this campaign from 2019 to November 2025. That material already documents your role as a central amplification point for this defamation and your repeated decisions to republish content you know has been challenged, disproven, or already removed. the-chronological-timeline

In other words, you cannot realistically claim you are unaware of the broader pattern or of the legal issues. You have constructive and actual knowledge and you keep choosing to continue publication.

2. Why this particular review is unlawful defamation and disability-based harassment

The words:

"Rude, unwilling to help, Soul needs profession help."

are not a good-faith assessment of a transaction. They carry clear imputations that:

- I am professionally incompetent and deliberately “unwilling to help” customers.
- I am mentally unwell or unstable and therefore unfit to operate my business (“needs professional help”), using mental health as an insult.

Under the Australian uniform Defamation Acts, a publication is defamatory if it tends to lower a person in the estimation of ordinary members of the community or causes others to shun or avoid them. This is exactly what is happening when you attach that text to my business listing and present it as a trusted review to potential customers.

For a very small business (well under 10 employees), this is not shielded by “opinion” or “robust criticism”. It is a damaging, factual-sounding attack on my competence and my mental health.

You also cannot ignore the disability angle. The Disability Discrimination Act 1992 (Cth) defines “disability” to include mental disorders and also disabilities that are imputed to a person. Saying or implying that

someone “needs professional help” in a mental health context and using that as a way to disparage them is harassment based on an imputed mental disability in the course of you providing services in Australia. Treating that as acceptable “non-hate” content is not consistent with that framework.

3. Your ongoing publication after notice makes you a publisher in law

The High Court in *Fairfax Media Publications Pty Ltd v Voller* confirmed that a platform that facilitates and encourages third-party comments can be treated as a publisher for defamation once it has knowledge of the content and fails to remove it.

You:

- run the profile, solicit and display reviews, send review invites and monetise the traffic
- have been directly notified that the review is defamatory and discriminatory
- have detailed evidence of a wider, coordinated defamation campaign targeting me
- have been repeatedly notified that your decisions are already the subject of regulatory complaints and legal preparation.

The combination of those facts and your refusal to remove the review moves this firmly into “knowing publication” territory.

4. This is part of one of the most comprehensively documented multi-platform defamation cases you are likely to see

The harassment against me is not speculative or loosely recorded. It is documented in:

- over 1,498 catalogued evidence files spanning 2019–2025
- a fully cross-referenced chronology showing how Facebook posts, Discord messages, Reddit threads and Trustpilot reviews echo the same fabricated narratives
- financial records that show a nearly 50% revenue crash directly linked to the timing of your review bombing and reinstatements. the-chronological-timeline

Trustpilot is already at the center of this. Your emails, ticket logs and moderation decisions are preserved and will form part of any eventual court record. At this point, continuing to affirm that a mental-health-based personal attack “doesn’t breach our guidelines” despite all of the above looks less like error and more like reckless disregard.

When this proceeds as a multi-platform defamation and misleading conduct case, your ongoing publication after repeated notice will be a key focus. You are making that risk worse every time you double down on decisions like this one.

5. What I require from you now

Given all of this, I am asking you to:

1. Reopen and overturn the decision that the Hooded_saw review is acceptable.

2. Remove that review in full and record that it was removed for defamation and disability-based harassment, not merely "at the business's request".
3. Note explicitly on my internal file that Trustpilot has been put on notice that it is already central to a potential large-scale defamation action arising out of a coordinated cross-platform harassment campaign.
4. Confirm, in writing, what changes you will make to ensure that reviews which deploy mental health as an insult and form part of an abuse campaign are not treated as compliant in future.

For completeness, relevant law and guidance again:

- Defamation Act 2005 (NSW) – see sections 9 and 10A on who can sue and the serious harm requirement: <https://legislation.nsw.gov.au/view/html/inforce/current/act-2005-077>
- Disability Discrimination Act 1992 (Cth) – definition of "disability" including imputed mental disability: <https://www.legislation.gov.au/Details/C2022C00087>
- Online Safety Act 2021 (Cth) and eSafety adult cyber abuse scheme: <https://www.esafety.gov.au/key-topics/adult-cyber-abuse>
- Fairfax Media Publications Pty Ltd v Voller [2021] HCA 27 (publisher liability for third-party comments after notice):
https://www.hcourt.gov.au/cases/case_s192-2019

You now cannot credibly say you do not understand the legal issues or the scale of the evidence. If you continue to publish this review in its current form, you are doing so with your eyes open.

From: Trust Support <trust.operations@trustpilot.com>
Sent: Monday, 1 December 2025 2:00 AM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on the review you flagged - Case #00678931

Hi Anthony,

We're following up about the [review](#) by Consumer, which you flagged for containing harmful or illegal content.

Our decision

We've carefully checked the review and found that it doesn't go against our guidelines for containing harmful or illegal content.

We also checked the review for personal information or advertising or promotional content, and we didn't find anything that goes against our guidelines for those reasons either. That's why we've put the review back online.

Tell your side of the story

We encourage you to [respond to the review](#) if you haven't already. Your reply appears right next to the review, offering a complete picture of the experience from both your side and the reviewer's. Replying can help build trust and credibility with potential customers.

If you have any questions or believe we've made a mistake, please reply to this email.

Thanks,

Please note that depending on the situation, we may use automated detection technology, a team of experts, or a combination of both to assess content on the Trustpilot platform.

Email Headers (Raw)

[illegible]

X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
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X-MS-Exchange-Organization-AuthSource	DS3PEPF000099D6.namprd04.prod.outlook.com
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X-MS-Exchange-Processed-By-BccFoldering	15.20.9388.003
Keywords	Trustpilot
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