

From: Soul Legion <Brodiess@REDACTED.email>
To: Trust Support <trust.operations@trustpilot.com>
Subject: Re: [thread::HUNjgfNQfSqlVgYTI2NNAGA::]
Date: Thu, 04 Dec 2025 20:47:27 +1100

For this single review, your own history now shows:

- 3 days ago: "Investigation complete: The review doesn't breach our guidelines for: hate speech or discrimination."

In other words, this is not a case where you are waiting for the right flag reason. You have already:

- rejected a flag that it is hate speech / discrimination (which is your own harassment category), and
- rejected a flag that it is even about the correct business, despite the text clearly targeting me personally by name ("Soul") and being attached to my listing.

On top of that, you have my emails explicitly stating that this is unlawful defamation and disability based harassment under Australian law. So in legal terms, you have already rejected it for harassment and defamation too. Your system history is now a clear record of repeated decisions to keep publishing it.

Whether you say "we never removed or republished it" is legally irrelevant. In defamation law, what matters is that you:

- know about the content,
- know that it has been alleged to be unlawful, and
- continue to host and display it to new readers.

Every time you conclude "investigation complete – no breach", you are confirming that publication with actual knowledge of the complaint. Your own email confirms that these are "one continuous moderation case", which means each refusal to act is part of a single, ongoing decision to keep it live.

You already know:

- I am an individual Australian small business owner (well under 10 employees).
- The words "Rude, unwilling to help" and "Soul needs profession help" are attached to my Trustpilot profile and presented as a trusted review to potential customers.
- They carry imputations that I am professionally incompetent and that I am mentally unwell or unstable and therefore unfit to operate my business.

Under the uniform Defamation Acts, that is classic defamation of an individual and an excluded corporation. Under the Disability Discrimination Act 1992 (Cth), using an imputed mental illness as an insult in the course of providing services to an Australian user is disability based harassment, not "robust opinion".

You also know this is not an isolated review. I have already told you that:

- I maintain a structured harassment dossier of more than 1,498 evidence files (emails, screenshots, PDFs, logs, payment records) across Discord, Facebook/Meta, Reddit and Trustpilot, covering 2019 to 2025.

- That dossier shows a coordinated, competitor driven campaign, with Trustpilot acting as a central amplification point through review bombing, quiet reinstatements, and refusal to act on clearly abusive content once notified.
- Your emails, ticket logs and the moderation history for this review are already indexed in that chronology and will form part of any eventual proceedings.

So you are not dealing with a simple guideline query. You are dealing with a review you have:

- been on notice about since the first flag,
- re assessed multiple times under different guideline categories, and
- nonetheless chosen to keep publishing, despite being told in plain language that it is unlawful defamation and disability based harassment and that it sits inside one of the most comprehensively documented multi platform defamation cases you are likely to see.

At this point, the position is straightforward:

- Your internal guideline labels do not override Australian law.
- Your "we only assess for the reason selected" rule does not protect you once you are on notice that the content is alleged to be illegal. You now have more than enough information to act without any further drop down selections from me.

Again, I require that you:

1. Reopen and overturn the decisions that the Hooded_saw review is acceptable, including your findings under both "hate speech or discrimination" and "being about a different business".
2. Remove the review in full on the basis that it is defamatory and constitutes disability based harassment, not merely as a discretionary removal "at the business's request".
3. Record on my internal file that Trustpilot has been expressly told it is already central to a potential multi platform defamation action supported by a 1,498 file evidence base.
4. Confirm, in writing, what concrete changes you will make so that reviews using mental health as an insult, in the context of a documented harassment campaign, are no longer treated by Trustpilot as compliant content.

You now cannot credibly say this is a misunderstanding about flag types. If you continue to publish this review in its current form, it will be treated as a deliberate decision to keep clearly abusive and unlawful material online with full knowledge of the consequences.

Regards,
Anthony Brodie (Soul)
Legion Killfeed

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

Sent: Thursday, 4 December 2025 8:44 PM

To: Brodies@REDACTED.email <Brodies@REDACTED.email>

Subject: [thread::HUNjgfNQfSqlVgYTI2NNAGA::]

Case number: 00697534

Hi Anthony,

Thanks for getting in touch.

As an Escalation Specialist in Trustpilot's Content Integrity Team, I've now concluded the assessment of your appeal that you raised on 2025-12-03 for **Hate speech or discrimination**.

Outcome of the appeal

The decision to keep the review online has been confirmed as it aligns with our guidelines.

The review is not hate speech or discrimination. It expresses the reviewer's opinion about the service , but it does not target anyone based on race, gender, religion, disability, or any other protected characteristic.

This completes the investigation of your case. While I appreciate that this may not be the outcome you had hoped for, the decision is final and in line with our guidelines. The case is now closed.

Best regards,

Email Headers (Raw)

[illegible]