

Re: [thread::HUNjgfNQfSqIVgYTI2NNAGA::]

From Soul Legion <legionkillfeed@outlook.com>
Date Thu 04-Dec-25 11:26 PM
To Trust Support <trust.operations@trustpilot.com>

Subject: Case 00697534 – Notice of continuing publication of disability-based defamation

Hi Megha,

Thank you for your email regarding case 00697534.

Your response again states that the review:

“Rude, unwilling to help, Soul needs professional help”

is neither defamatory nor discriminatory and that it aligns with Trustpilot’s guidelines.

At this point you are not simply applying internal guidelines. You are choosing to continue publishing content that:

- targets me by name as a small business owner, and
- links my professional competence to an asserted mental illness (“Soul needs professional help”).

1. Why this is disability-based harassment, not a normal “opinion” review

In ordinary English, telling someone they “need professional help” is widely understood as saying they are mentally ill or unstable and need psychiatric or psychological treatment. That is a statement about my mental health, not about your user’s experience with my product.

Under the Disability Discrimination Act 1992 (Cth), mental illness is a form of disability, and harassment on the ground of disability in the context of goods, services and facilities is unlawful. The Act specifically makes harassment connected with the provision or use of services unlawful, including online services such as review platforms. (Australian Human Rights Commission)

Your site is not simply recording neutral customer feedback here. It is hosting and republishing a personal attack about my supposed mental state, attached directly to my business listing.

2. Why the review is plainly defamatory

Australian defamation law uses a simple test: would the words tend to lower the person in the estimation of ordinary members of the community or cause others to avoid them. (Judicial Commission of NSW)

Saying that a named sole trader “needs professional help” and is “rude” and “unwilling to help” clearly goes to my fitness to run my business. It suggests I am emotionally or mentally unfit to deal with customers and therefore unsafe or unsuitable to engage.

You have been shown the only communication that ever occurred with this person: the Discord direct messages in my previous email. Those messages contain nothing about mental health, diagnosis, treatment, or anything that could plausibly justify calling me mentally ill. The “professional help” allegation is not criticism based on disclosed true facts; it is an insult about my mental condition.

That means it cannot be justified as:

- a substantially true statement, or
- an honest opinion based on proper factual material,

because there is no factual basis at all for the suggestion that I have a mental illness that requires treatment. It is simply disability-based abuse tied to my business.

3. Why Trustpilot is now legally exposed as a publisher

In Australia, operators of pages and platforms that host third-party comments are treated as publishers for defamation purposes, even when someone else writes the words. The High Court has confirmed that opening a space for user comments can make you liable for any defamatory material in those comments. (Gilbert + Tobin)

Platforms usually rely on the “innocent dissemination” defence. That defence requires that the intermediary:

- did not know the material was defamatory, and
- was not negligent in failing to remove it.

Australian commentary on that defence is clear: once a platform is put on notice that a review may be defamatory, it must act promptly or it risks losing that protection. (Pentana Stanton Lawyers)

In my case, Trustpilot has now:

- received multiple flags and emails expressly identifying this review as both defamation and disability-based harassment;
- been given the full context of my interaction with the reviewer, showing there is no factual basis for the allegation about my mental health;
- repeatedly replied that the review is acceptable “freedom of expression” and that it will remain online; and
- issued “case closed” notices while continuing to display the review to new readers.

In other words, Trustpilot is now publishing this material with actual knowledge of the complaint and after being told that it is unlawful. That makes it very difficult for Trustpilot to argue that you lacked knowledge or acted reasonably if a court later finds that the review is defamatory and discriminatory.

4. Wider context and evidence

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

- I am an individual Australian small-business owner, well under 20 employees.
- I maintain a structured harassment dossier of more than 1,400 evidentiary files across Discord, Facebook/Meta, Reddit and Trustpilot documenting a coordinated competitor-driven campaign.
- Your emails, ticket logs and moderation history around this specific review are being indexed into that chronology and will form part of any eventual regulatory complaint or civil proceedings.

Trustpilot is already at the centre of what is likely to become one of the most comprehensively documented multi-platform defamation and disability-harassment matters in Australia.

5. What I am now requiring

I again require that Trustpilot take one of the following steps:

1. Remove the review in full; or
2. At the absolute minimum, remove the words “Soul needs professional help” so that disability-based abuse is not being broadcast under your brand.

If Trustpilot refuses to do either, then I require you to confirm in writing that:

- you understand that the review targets a named Australian business owner;
- you have been expressly told that the wording is alleged to be unlawful defamation and disability-based harassment; and
- you are nonetheless choosing, as a deliberate policy decision, to keep publishing it.

That confirmation, together with this email chain, will be preserved as evidence and may be relied on in any future complaint to regulators or in any defamation proceedings in which Trustpilot is joined as a publisher.

All rights are reserved.

Regards,

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Thursday, 4 December 2025 11:01 PM
To: Trust Support <trust.operations@trustpilot.com>
Subject: Re: [thread::HUNjgfNQfSqlVgYTI2NNAGA::]

Using DO NOT REPLY to avoid your legal responsibilities violates the law aswell, keep digging that hole, I'm coming with lawyers cunt.

Hi,

Thank you for getting back to us.We would like to inform you that we have completed the assessment of your appeal.

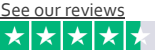
After carefully reassessing the content, we found that the review is not defamatory. It reflects the reviewer’s personal experience and opinion without making any unverified allegations of illegal or harmful conduct. As this falls within acceptable freedom of expression and does not violate our [Guidelines](#), the review will remain online.

We have concluded the investigation and we won't be responding further as we consider this case as closed .

Thank you for your understanding.

Kind Regards,

Megha



[Visit Trustpilot](#) | [Help Center](#) | [Trustpilot Privacy Policy](#).

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Thursday, 4 December 2025 10:36 PM
To: Trust Support <trust.operations@trustpilot.com>
Subject: Re: [thread::HUNjgfNQfSqlVgYTI2NNAGA::]

I don't give a flying fuck about your external fucking evidence because this is the only communication that has taken place with this person, nothing about that implies I have a mental disability and you refusing to remove a post implying I need to seek professional help is unlawful. Now fucking remove it cunt.

Hooded

hooded.saw

This is the beginning of your direct message history with Hooded.

No servers in commonAdd FriendBlockReport Spam

November 29, 2025

1 ignored message — Hide

Hooded

Sat 29 Nov 2025 7:27 AM

Good morning Soul,
I hope this message finds you well.
My name is Frank, writing from the Netherlands. I currently hold the admin position at Z Company. I understand you must be very busy operating such a large site, but I hope I can trouble you for a moment to clear the air.
You were recently in contact with my colleague, Lihou, and I'd like to provide a bit of background. Lihou is a 70-year-old British combat veteran who greatly enjoys playing DayZ it's his hobby. We're not experts in coding, but we are learning each day. At the moment, we are growing an active community and we rely on your support to maintain that growth.
After reading through the communication you had with my colleague today, I can see that things may have gotten off on the wrong foot. It seems we overlooked your request for clear information, and I fully understand that you can't perform your role properly without the necessary details.
With that said, I kindly ask that we continue the good service and cooperation we've enjoyed over the past months. To keep it brief: please let me know exactly what you require from us to get the feedback system back up and running.
If we are unable to work together on this, we may unfortunately have no choice but to consider moving our server funds to one of your competitors.
There will be no further commication regarding the points mentioned above from my end. The ball is in your court.
Kind regards,
Frank
Z Company

November 30, 2025

Soul

Sun 30 Nov 2025 12:23 AM

I can't provide support to imbeciles who blatantly refuse to accept the help, using the internal ticket system and decided to throw a tantrum and have a scene.
This is the 5th time I've had this clown carry on and ignore tickets.

3 ignored messages — Hide

Hooded

Sun 30 Nov 2025 2:36 AM

You are one sorry ass excuse
I'm laughing
Now block me

+ Message @Hooded

From: Trust Support <trust.operations@trustpilot.com>
Sent: Thursday, 4 December 2025 10:21 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: [thread::HUNjgfNQfSqlVgYTI2NNAGA::]

Case number: 00697534

Hi Anthony,
Thanks for your message. After further review of all communication regarding this issue, I can see that we’ve already come to a decision in an appeal previously raised in case **00697534** I understand your frustration and I'm sorry that this is not the outcome you had hoped for or expected.
As part of the appeal process, your case was thoroughly investigated using all of the evidence that was available to us, or that we obtained from you or another party.

If you believe the review is against any other guidelines, you can flag it for the relevant reason. You can also refer to our Help Center article:[“For which reasons can businesses flag service reviews?”](#)This article provides further guidance on how and when to report reviews based on concerns.
In alignment with Trustpilot’s guidelines, we arrived at the decision as stated in our previous message within the case **00697534**, and we won't be taking further action on this matter. This case is now closed.
Best regards,