

**From:** Soul Legion <Brodies@REDACTED.email>  
**To:** Trust Support <trust.operations@trustpilot.com>  
**Subject:** Re: Update on the review you flagged - Case #00708120  
**Date:** Fri, 05 Dec 2025 19:57:27 +1100

**Subject:** Re: Update on your request #00695808 [ thread::SnAaDH8GdHu\_wkCZLRsXNmA:: ] – Non-customer “Hooded\_saw” and unlawful review

Thank you for your latest email stating that, after checking for harmful or illegal content, personal information, and advertising, you have decided to keep the “Consumer / Hooded\_saw” review online.

That email still ignores the central issues I have been raising from the start.

I want to make one point completely clear:

**“Hooded\_saw” has never been my customer and has never interacted with Legion Killfeed as a customer.**

- The only paying customer in this matter is the Nitrado / Discord account @lihou2451.
- The only open support ticket was created for that account. That user repeatedly refused to answer basic questions in their own ticket.
- “Hooded\_saw” is a self-described “admin” and friend who contacted me only via private DMs, in direct breach of my clearly stated support rules, and was never verified or confirmed by the account holder as an authorised contact.

At no point did “Hooded\_saw”:

- pay for a subscription in his own name,
- open a support ticket in my system, or
- use the service through any channel I can verify.

His entire “experience” consists of trying to bypass my support process in private messages, ignoring my security obligations, and then attacking my business when I refused to treat an unverified stranger as if he were the account holder.

That is not a customer relationship. That is not a genuine service experience. It is an unverified third party trying to interfere in a paid service that belongs to someone else.

From every angle, his behaviour has been aimed at causing business harm, not resolving a legitimate issue:

- He only appears after the real customer has ignored the ticket.
- He refuses to go into the ticket himself so anything he says is logged and accountable.
- He tries to pressure me privately, then escalates to a public review when I enforce basic security and support rules.

Someone who has never been my customer, never used my service through the proper channels, and only interacted with me in rule-breaking DMs is simply not capable of leaving a legitimate review of the service.

Allowing that review to stand, and presenting it to the public as if it were a normal customer experience, is misleading in itself.

Your own history now also shows that:

1. The original version of the review included the disability-based insult "**Soul needs professional help**".
2. You told me, repeatedly, that this "doesn't breach our guidelines" and that the case was closed.
3. Only after I kept pressing the issue did the reviewer quietly edit that wording out.
4. You then assessed the edited version for "personal information" and again decided to keep it online.

So we are now in the situation where:

- You have knowingly published disability-based abuse attached to my business for days after notice.
- You have allowed the reviewer to silently edit that wording out, instead of removing or correcting the review yourselves.
- You are still hosting a review from someone who is not, and has never been, a customer or verified representative of a customer.

In other words, you are choosing to continue publication based on the word of someone who first used disability-based harassment and then edited their libellous "review" when challenged, while you hold evidence that raises serious concerns about possible exploitation of an elderly subscriber.

You know, from the DM you have already seen, that the person actually paying for the server is described as a **70-year-old British combat veteran**. You also know that:

- he never engaged with my ticket system himself,
- he never confirmed this "admin" as an authorised contact, and
- he left without answering a single support question.

Yet you are still treating his unverified friend as if he were a legitimate, independent customer.

There is also a basic technical reality you are glossing over. Running a private DayZ server with an external killfeed Discord bot has a minimum technical baseline:

- renting and configuring a Nitrado game server,
- linking it to my bot,
- joining my support Discord,
- authenticating and following setup instructions,
- and understanding simple on-screen UI like channel names and clickable links.

It is not credible to suggest that the same person can complete all of that, but somehow cannot click a clearly marked blue **support ticket link** in Discord and type a sentence in their own ticket. That gap is

exactly why I am concerned that the older subscriber is not the one actually driving these interactions and that his identity is being used as cover by the "friend" who is now using your platform to escalate.

Given the serious nature of these circumstances, I will be contacting the appropriate authorities to request a welfare check on the actual subscriber. The pattern of a supposedly 70-year-old server owner who cannot or does not click a clearly highlighted blue ticket link, while an unverified "friend" runs interference and attacks my business via Trustpilot, is not consistent with normal use of my product or with how my community typically interacts. It raises genuine concerns that this older customer may be being manipulated or taken advantage of.

From my perspective, this pattern looks far closer to someone exploiting an older man and weaponising your platform to apply pressure than to any kind of good-faith customer review. That is why I have said, and still say, that this conduct is functionally scam behaviour.

Given all of this, my position is:

- The "Hooded\_saw" review should be removed in full because it is not a genuine customer review at all, but a hostile comment posted by a non-customer whose conduct has been aimed at damaging my reputation, not resolving a problem.
- If you insist on keeping it, then you are choosing to host and endorse a review from someone who never engaged with the service as a customer and whose only direct contact with me was a set of rule-breaking DMs.

Your latest email invites me to reply "if you think we've made a mistake". I am doing exactly that. I am stating, clearly, that your continued publication of this review after all of the above has been explained to you will be treated by me as knowing publication of false, defamatory and discriminatory material in circumstances where you also have evidence of possible elder exploitation.

Please confirm whether, in light of this, you will remove the review entirely.

If you refuse, I require you to confirm in writing that you:

- understand that "Consumer" / "Hooded\_saw" is not the subscriber and has never been verified as associated with the account holder,
- understand that his only interaction with me was via private DMs after the real customer ignored an open ticket and never confirmed him, and
- nevertheless choose to continue publishing his review as if it were a legitimate customer account of the service.

That confirmation will be added to my evidence file for this matter.

Regards,

Anthony Brodie (Soul)  
Owner and developer, Legion Killfeed

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**From:** Trust Support <trust.operations@trustpilot.com>  
**Sent:** Friday, 5 December 2025 7:51 PM  
**To:** Brodies@REDACTED.email <Brodies@REDACTED.email>  
**Subject:** Update on the review you flagged - Case #00708120

Hi Anthony,

We're following up about the [review](#) by Consumer, which you flagged for: Personal information.

**Our decision**

We've carefully checked the review against our guidelines, specifically looking for:

- Harmful or illegal content
- Personal information
- Advertising or promotional content

We didn't find any content in the review that goes against our guidelines for these reasons. That's why the review will remain 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 think 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)

|                                                |                                                                                           |
|------------------------------------------------|-------------------------------------------------------------------------------------------|
| X-Mozilla-Status                               | 0001                                                                                      |
| X-Mozilla-Status2                              | 00000000                                                                                  |
| From                                           | Soul Legion <Brodies@REDACTED.email>                                                      |
| To                                             | Trust Support <trust.operations@trustpilot.com>                                           |
| Subject                                        | Re: Update on the review you flagged - Case #00708120                                     |
| Thread-Topic                                   | Update on the review you flagged - Case #00708120                                         |
| Thread-Index                                   | AQHcZcRnzv1E4ydqvUCqXUDE96cjhrUSvmG                                                       |
| X-MS-Exchange-MessageSentRepresentingType      | 1                                                                                         |
| Date                                           | Fri, 05 Dec 2025 19:57:27 +1100                                                           |
| Message-ID                                     | <PU4P216MB1568D443B07DA576F48AB233DAA7A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>           |
| References                                     | <K6wbN0000000000000000000000000000000000000000T6SGMC00vEBajPuORVS4Ju4H20bJrA@sfdc.net>    |
| In-Reply-To                                    | <K6wbN0000000000000000000000000000000000000000T6SGMC00vEBajPuORVS4Ju4H20bJrA@sfdc.net>    |
| Content-Language                               | en-AU                                                                                     |
| X-MS-Has-Attach                                | yes                                                                                       |
| X-MS-Exchange-Organization-SCL                 | -1                                                                                        |
| X-MS-TNEF-Correlator                           |                                                                                           |
| X-MS-Exchange-Organization-RecordReviewCfmType | 0                                                                                         |
| msip_labels                                    |                                                                                           |
| Content-Type                                   | multipart/mixed; boundary="_008_PU4P216MB1568D443B07DA576F48AB233DAA7APU4P216MB1568KORP_" |
| MIME-Version                                   | 1.0                                                                                       |