

From: Soul Legion <Brodiess@REDACTED.email>
To: Trust Support <trust.operations@trustpilot.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>
Subject: Re: Update on the review you flagged - Case #00709906
Date: Fri, 05 Dec 2025 23:07:40 +1100

Subject: Coordinated competitor harassment – reviews by “Kamy”, “Unholy” and “Consumer/Hooded_saw” (republishing after notice)

Hi Gowtham,

This is a further escalation regarding the reviews now appearing on my Legion Killfeed profile from:

- **“Kamy”**
- **“Unholy”**
- **“Consumer / Hooded_saw”**

Your recent emails say that:

- Kamy’s review has been run through your “AI-powered defamation tool” and you have reinstated it.
- The “Consumer / Hooded_saw” review has been edited and, after multiple flags, you have decided to keep it online.
- You have encouraged me to “tell my side of the story” in replies and treated each review as a normal piece of customer feedback.

Taken together, this is not normal customer feedback. It is a coordinated attack by a direct competitor and his associates, on a platform that has already been told many times about the wider harassment context.

I will set this out plainly.

1. Kamy – direct competitor, not a customer

The review text currently reads:

“My experience with Legion Killfeed was honestly really bad. The bot owner was extremely difficult to deal with, communication were unpleasant, and problems were met with hostility instead of help. If you’re looking for a bot with decent support for your server I’d recommend looking elsewhere.”

You know that:

- “Kamy” is not an ordinary user. He operates a competing killfeed bot in the same niche.
- He has been involved in a three-year harassment and smear campaign against me and my business across multiple platforms.
- Trustpilot already holds part of the evidence for that campaign and has been told that my harassment dossier is now over 1,700 indexed items.

Kamy is not a consumer describing a transaction. He is a commercial rival attacking a competitor’s reputation and telling potential customers to go “elsewhere” so they choose his product instead.

Allowing a direct competitor to pose as a neutral customer and rate my business is not “robust opinion”. It is knowingly hosting a fake review that is designed to cause reputational and financial harm.

2. Unholy – fresh defamatory content, same circle

The new review from “Unholy” states that:

- I have “severe issues and unresolved personal trauma”,
- I “vent” this at customers and staff,
- I run “an army of alt accounts” and send them after people,
- my website shows a “broken character” and “fake composure”,
- and that people should use competitors such as “DZB killfeed” instead.

This is not commentary on a specific service experience. It is a personal character assassination wrapped around an explicit call to use rival bots. It accuses me of mental instability, abuse of customers and staff, and systematic harassment of critics. It reads like a continuation of the same competitor campaign, just under a different name.

Leaving this online after notice is not neutral. It is Trustpilot choosing to amplify clearly malicious attacks from people who are not acting as good-faith consumers at all.

3. Consumer / Hooded_saw – non-customer, edited after disability-based insult

You also have the ongoing mess around the “Consumer / Hooded_saw” review, which now says:

“Rude, unwilling to help, If you’re hoping for helpful support or basic respect, Legion Killfeed isn’t the place to find it...”

and then adds a long “P.S.” claiming to be a paying customer and accusing me of refusing to help, calling them names, etc.

You know from the material already in your possession that:

- The only paying subscriber in this scenario is a server owner using the Discord account @lihou2451, described by his friend as a 70-year-old British combat veteran.
- The only support ticket was opened for that account. That subscriber repeatedly refused to answer basic questions in his own ticket and chose instead to complain in public channels.
- “Hooded_saw” is a self-described admin and friend who **never** paid for his own subscription, **never** opened his own ticket, and **never** had his access confirmed by the subscriber. His only contact with me was through private DMs that breached my support rules.

At no point did “Hooded_saw”:

- pay for a subscription in his own name,
- enter my support queue as a customer, or

- interact with the service through any verifiable channel.

His “experience” is limited to trying to bypass the support system in DMs, being told to use the ticket like everyone else, and then attacking my business when I enforced that rule.

On top of that, the original version of his review included the disability-based insult “**Soul needs professional help**”. You:

- told me repeatedly that this “doesn’t breach our guidelines” and refused to remove it,
- only allowed that phrase to disappear when the reviewer quietly edited his text, and
- are now hosting a longer, even more misleading version where he claims to have been a paying customer and rewrites events to make me look abusive.

You cannot honestly describe that as a genuine review from a verifiable customer. It is a hostile narrative from an unverified third party whose goal is to damage my reputation, not resolve any issue.

4. The technical baseline and elder-exploitation concerns

Running a private DayZ server with an external Discord killfeed bot is not something a random person does by accident. It requires a minimum technical baseline:

- renting and configuring a Nitrado DayZ server,
- linking it to my bot,
- joining my support Discord,
- authenticating and following written setup instructions,
- and understanding basic interface elements like channel names and clickable links.

It is not credible to suggest that a person can do all of that but somehow cannot click a clearly marked blue ticket link and type a sentence into their own support ticket.

That is why I have repeatedly raised concerns that the older subscriber may not be the one actually controlling these interactions and that his identity is being used as cover by his “admin” friend. When your platform then accepts aggressive reviews from that friend and from a known competitor, it is helping to weaponise a 70-year-old’s account details against me.

Given the pattern, I have already said I will be contacting the appropriate authorities to request a welfare check on the actual subscriber. From a duty-of-care perspective, I do not intend to ignore warning signs that an elderly customer might be being manipulated.

5. What Trustpilot is now choosing to do

You are now:

- allowing a **direct competitor** (Kamy) to pose as a customer and tell people to use other bots,
- hosting a second review (Unholy) that reads like it was written from the same camp and contains explicit defamatory allegations about my mental health and conduct, and
- keeping a third review (Consumer / Hooded_saw) from an unverified non-customer who first used disability-based abuse and then rewrote his story after you allowed him to edit the text instead of removing it.

All of this is happening after years of detailed notice from me about the harassment and defamation campaign tied to these individuals and their associates, and after you have received and read a very large amount of supporting material.

At this point it is very hard to see this as “we only enforce our guidelines” rather than Trustpilot knowingly acting as the main amplification point for a coordinated competitor attack.

6. What I require

Given the above, I am asking you to:

Remove all three reviews (Kamy, Unholy, Consumer/Hooded_saw) in full, on the combined basis that:

- Kamy is a direct competitor, not a customer;
 - Unholy’s review is a personal smear laced with allegations about my mental health and a plug for rival bots;
 - Consumer/Hooded_saw is not and never has been a verified customer, and his review has already contained disability-based abuse and materially false claims.
1. Confirm whether you intend to do anything at all to prevent direct competitors and their associates using your platform to post fake “customer” reviews about rival services.
 2. If you refuse to remove any of these reviews, confirm in writing that you:
 - recognise Kamy as a direct competitor and Unholy as part of that same context,
 - 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
 - nonetheless choose to continue publishing their reviews as if they were legitimate customer accounts of my service.

That confirmation will be added to the existing evidence file covering your role in this matter and will be preserved for any future regulatory complaint or legal proceedings where Trustpilot’s publication decisions are examined.

Regards,

Anthony Brodie (Soul)

From: Soul Legion <Brodies@REDACTED.email>

Sent: Friday, 5 December 2025 10:00 PM

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

Subject: Re: Update on the review you flagged - Case #00709906

DID YOU LOOK AT THE FUCKING EVIDENCE YOU FUCKING STUPID CUNT

From: Trust Support <trust.operations@trustpilot.com>
Sent: Friday, 5 December 2025 10:00 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on the review you flagged - Case #00709906

Hi Anthony,

We're following up about the [review](#) by Kamy, 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)

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X-Mozilla-Status2	00000000
X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Trust Support <trust.operations@trustpilot.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>
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Keywords	Trustpilot
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