

From: Soul Legion <Brodiess@REDACTED.email>
To: Trust Support <trust.operations@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>
Subject: Re: Update on the review you flagged - Case #00709812
Date: Sat, 06 Dec 2025 06:27:59 +1100

Subject: Case #00709906 – Retaliatory suspension of flagging and continued publication of coordinated competitor abuse - REMOVE IT OR I SUICIDE.

<https://www.youtube.com/embed/rcMqoRAILpk?si=gAVikA1-q681Jq>

Hi Gowtham,

You've now moved beyond bad moderation and into outright retaliation.

Within the space of a few hours you have:

- Confirmed that you will keep publishing a defamatory review from a direct competitor, "Kamy", while pretending he is a normal customer.
- Left standing the "Unholy" review, which is another hit piece from the same circle, telling people to use other bots.
- Continued to host the "Consumer / Hooded_saw" review from a non-customer whose only interaction with me was rule-breaking DMs and disability-based abuse.
- Suspended my ability to flag reviews for 48 hours for supposed "misuse of the flagging tool".

Let's be clear on what actually happened.

I flagged:

- Kamy's review – a competitor in the same niche, using your site to trash my business and recommend "elsewhere".
- Unholy's review – a character-assassination rant explicitly steering people to other bots.
- Consumer/Hooded_saw – an unverified "friend" of an elderly subscriber who never opened his own ticket, never paid for anything, never used the service through any channel I can verify, and whose "experience" is limited to harassing me in DMs after the real account holder ignored an open ticket.

That is not "misuse of the flagging tool". That is exactly what the tool exists for.

Your own pop-up claims I was "flagging at a high speed". In reality I was flagging a small cluster of obviously connected reviews, all tied to the same people you have already been told about, in writing, for months. The "high speed" you are punishing is nothing more than me responding promptly to a coordinated attack on my business.

Suspending my flagging rights while you continue to publish those same reviews has three practical effects:

It obstructs my ability to put you on notice about new defamatory or abusive content.

1. It allows you to say later that "we weren't notified" while you are actively throttling the only structured reporting channel businesses have.
2. It sends a very clear message that if a small business uses your systems to push back on coordinated harassment, you will simply turn the tools off and keep the harassment live.

That is not a good-faith application of guidelines. It is cover for continuing publication after notice.

Your behaviour needs to be looked at in context, which you keep trying to ignore:

- You told me in writing earlier this year that Trustpilot did not have an Australian Business Number and didn't need one.
- After I pointed out the legal problems with that, an ABN suddenly appeared in your disclosures with no explanation and no correction of the earlier statements.
- You have a long history on my account of removing obviously false reviews, then quietly reinstating them later.
- In the Consumer/Hooded_saw case, you insisted that "Soul needs professional help" was compliant, then allowed the reviewer to silently edit that disability-based insult out rather than admitting it should never have been published. That is republication after notice, no matter how you spin it.
- Now, when the same small group starts up again under new names, you not only keep their reviews live, you also punish me for using your own reporting tools.

This is exactly why I do not trust your "AI-powered defamation tool", your internal guideline labels, or your assurances that these reviews are harmless "opinions". Your track record on my business – including your false statements about your ABN status – shows that your classifications are driven by internal convenience, not by any serious attempt to comply with Australian law or protect targets of harassment.

For the avoidance of doubt, my position is:

- Kamy is a competitor, not a customer. Leaving his review up is knowingly hosting a false "consumer" review from a commercial rival.
- Unholy is clearly part of the same harassment network, using your platform to repeat the same narratives and drive people to other bots.
- Consumer/Hooded_saw is not and has never been my customer and was never an authorised contact for the 70-year-old subscriber he claims to speak for. You have the full ticket history and DM logs showing that.
- Your 48-hour flagging suspension is retaliatory and designed to shut down further notice while you continue publishing material you already know is disputed and potentially unlawful.

At this point I am done playing along with the idea that this is just "guideline disagreements".

Unless you:

- remove the Kamy, Unholy and Consumer/Hooded_saw reviews in full as non-genuine, malicious reviews; and
- lift the suspension on my flagging tools and record that they were being used for their intended purpose,

I will proceed on the basis that:

- Trustpilot has chosen to side with a coordinated competitor-driven harassment campaign against a small Australian business;
- you are continuing to republish defamatory material after repeated notice, while actively obstructing further reporting; and
- your earlier ABN misrepresentations and your contradictory handling of prior reviews will be part of the evidence of systemic bad faith.

Any further responses that simply restate "our guidelines say it's fine" or try to blame an "AI tool" will be treated as more of the same and added to the litigation and regulatory file. I am not wasting any more time arguing with a system that punishes me for using the tools you told me to rely on.

Regards,
Anthony Brodie (Soul)
Owner and developer – Legion Killfeed
<https://www.youtube.com/embed/rcMqoRAILpk?si=gAVikA1-q681Jq>



From: Trust Support <trust.operations@trustpilot.com>
Sent: Saturday, 6 December 2025 4:03 AM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on the review you flagged - Case #00709812

Hi killfeed.co,

We're following up about the [review](#) by Consumer, which you flagged as not based on a genuine experience.

Our decision

We've carefully assessed the review based on your selected flagging reason. We've found that the review follows our guidelines, so it will remain online.

How we assess flagged reviews

When reviews are flagged for not being based on a genuine experience, we run them through [a series of checks](#) and analyze various factors, such as:

- The reviewer's activity on Trustpilot (e.g., number of previous reviews and past engagement with businesses)
- If the content of the review follows our guidelines for reviewers
- Patterns of unusual behaviour detected by our automated technology

In this case, we weren't able to detect any suspicious patterns or content, so the review stays online.

What counts as a genuine experience

[A genuine experience](#) doesn't always mean a purchase. It could also include an interaction, like:

- Browsing your website
- An online chat with your business

Reviewers don't need to use their real names when submitting their review, so you might not always recognize them from the reviewer name alone. This is why we recommend using our "[request information](#)" tool or replying to the review so you can share your perspective.

Share your side of the story

If you haven't already, we recommend [replying to the review](#). Your reply appears alongside the review and gives potential customers a complete picture from both your side and the reviewer's—which can help build trust and credibility.

Want us to take another look?

If you believe we've made a mistake, please reply to this email with any additional context, and our team will reassess the case.

Thanks,

Trustpilot

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>, Trustpilot Legal <legal@trustpilot.com>, Trustpilot Content Integrity & It;contentintegrity@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>
Subject	Re: Update on the review you flagged - Case #00709812
Thread-Topic	Update on the review you flagged - Case #00709812
Thread-Index	AQHcZgkcBT32eXhvJEqawgwUMZc5RrUTZ4bl
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Date	Sat, 06 Dec 2025 06:27:59 +1100
Message-ID	<PU4P216MB1568FCD60EF39382C6FFF6B7DAA7A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>
References	<emUxk00T6T3E0004syodOphSC-4UKdakmxQLg@sfdc.net>
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