

**From:** Soul Legion <Brodiess@REDACTED.email>  
**To:** Trust Support <trust.operations@trustpilot.com>  
**Subject:** Subject: Re: Follow-up to your recent inquiry – Case #00713084  
**Date:** Tue, 09 Dec 2025 13:42:54 +1100

Hi Trustpilot,

This automated “we’re a bit busy” follow up for Case #00713084 is identical to what I have already been sent on multiple earlier tickets, including at least the following:

Ticket numbers: #37049350, #37940331, #38210515, #00243840, #00211219, #37334669, #36870620, #36822738, #00239391, #37034853, #37617523, #00243681, #36874026.

In several of those matters I never received any proper response at all, and where I did, the decisions were then quietly reversed with silent removals and no explanation. You are already on notice that this pattern is not acceptable. I am not prepared to treat this new template email as a real response.

I have one review left to remove, but removal on its own will not “reset” the harm or your legal exposure. You need to explain your conduct and correct the public record.

## 1. Silent removals and republications after legal closure

You have repeatedly:

- Stood by clearly defamatory reviews in writing, sometimes after multiple “investigations”.
- Told me matters were “closed” and that your legal department stood by the decision.
- Then silently removed the same reviews days or weeks later, without admitting the mistake or updating your explanation.
- In some cases, you reinstated the reviews again after that, before finally removing them with no reason given.

Every reinstatement after notice is a fresh publication in defamation terms. You had full knowledge of the falsity and of the damage they were causing to my business and my reputation. You do not get to erase that history by silently deleting the review and pretending it never happened.

I expect a clear written explanation for each removal and reinstatement cycle, including who made the decision, when, and on what basis.

## 2. Misleading “transparency” page and suppression of positive reviews

Your page at:

<https://www.trustpilot.com/review/killfeed.co/transparency>

frames the situation as if I am the problem – a difficult business that keeps flagging reviews your system thinks are fine.

That is false and misleading because:

- It omits context about the reviews that were clearly defamatory, not based on a genuine experience, or written by direct competitors that you knew about.
- It does not record the multiple times you initially defended those reviews, then silently removed them later after weeks or months of damage.
- It completely ignores the fact that positive or neutral reviews which supported my position have been flagged and removed or suppressed, yet they do not appear on that transparency page at all.

The result is a curated narrative that makes me look like the abuser of your platform, while hiding the fact that your systems and staff repeatedly failed to recognise obvious defamation and brigading, even when given clear proof and context.

If you are going to publish a “transparency” report about my business, it must be accurate and complete, not a PR document that blames the victim.

### **3. Documented pattern – 494 emails and prior review-bombing**

There are 494 emails between me and Trustpilot so far, with roughly 380 of those between 30 July and 1 September alone, during the last organised review bombing where I lost about half my customers.

During that episode:

- You were given direct evidence of public brigading for fake reviews on Facebook and elsewhere.
- You left those reviews up for weeks despite that evidence.
- You then quietly removed them after about a month, again without explaining why your earlier decisions had been wrong.
- At least one review was reinstated two days after your legal department said the matter was closed, before you removed it again with no explanation.

This is not a one off mistake. It is a clear and ongoing pattern of bad faith handling of defamation, amplified by an opaque mix of low quality AI triage and inconsistent human decisions.

### **4. ABN misrepresentation and Australian regulators**

When I asked for your ABN so I could correctly name the Australian entity in legal correspondence, I was initially told you did not have one. Only after I pointed out the relevant Australian requirements did you suddenly produce an ABN.

I have considered reporting that inconsistency to the Australian Taxation Office. The only reason I have not done so yet is because, unlike the conduct I have experienced from Trustpilot, I am not interested in weaponising regulators in bad faith.

That restraint should not be mistaken for weakness. It is a choice.

## **5. My Calderbank offer from August and your costs exposure**

In August I sent you a Calderbank style offer setting out a detailed, reasonable pathway to resolve the Trustpilot portion of this matter. You did not engage with that offer at all.

To be absolutely clear:

- This email is not a new Calderbank offer.
- I will rely on my August letter when the question of costs is considered.
- Any settlement that might be discussed in future will have to reflect the fact that the harm has continued and amplified since that first offer was ignored.

I invite you to actually read that earlier letter. If you wish to engage with it now, you are free to propose terms, but the starting point is no longer what it was in August.

## **6. Characterisation of Trustpilot and welcome to test that in court**

Based on the documented behaviour set out above, and the broader pattern across my tickets, I consider Trustpilot's operations in relation to my business to be those of a criminal enterprise in practical effect, regardless of how you choose to describe yourselves in marketing material.

That is not empty rhetoric. It is a conclusion drawn from:

- Your willingness to keep publishing and republishing defamatory content after clear notice.
- The way you selectively present information on transparency pages in a way that misleads consumers.
- The refusal to correct obvious errors until long after the damage is done, and then only silently.
- Your ongoing use of my data despite explicit objections and withdrawal of consent.

If you believe that description is defamatory, I actively encourage you to sue me over it in an Australian court. Discovery and cross examination will be very educational for everyone involved.

## **7. Independent damages modelling and multi platform liability**

When this dispute was still mostly about Trustpilot alone, an independent AI model trained on Australian law was given full access to my evidence set and asked to estimate likely damages. Even on that narrower scope it produced ballpark figures between approximately AUD 800,000 and AUD 1.5 million for Trustpilot's share alone.

I understand that such a model is not a binding assessment, but it does underline the scale of the harm that a neutral system, working from the evidence, sees as plausible.

The situation is now worse. The harassment and defamation campaign spans Trustpilot, Reddit, Meta (Facebook) and Discord. If litigation proceeds, my current intention is to pursue a combined platform liability case naming all of those entities as defendants, alongside the individuals involved.

Your handling of my reviews – and in particular your decisions to:

- Ignore or trivialise clear evidence.
- Leave defamatory reviews up for extended periods after notice.
- Re publish them after “legal closure”.
- Block or limit my ability to flag while reviewers can still edit.

will be central to that case.

## **8. What I expect in response to Case #00713084**

For this case and the remaining review, I expect:

1. Immediate and permanent removal of the remaining defamatory review.
2. A detailed explanation of:
  - Each prior removal and reinstatement.
  - Why those decisions were reversed.
  - What you did to ensure it will not happen again.
3. A correction to <https://www.trustpilot.com/review/killfeed.co/transparency> that:
  - Accurately records your errors and late removals.
  - Acknowledges that positive reviews were wrongly flagged or suppressed.
  - Stops framing my attempts to protect my reputation as the problem.
4. A clear statement from a senior legal or compliance person, not a junior support agent or AI template, addressing:
  - Your recognition of your obligations under Australian defamation law and Australian Consumer Law.
  - What you will be preserving by way of logs, tickets, and internal communications for the purposes of potential legal proceedings.

If you cannot or will not do this, then please treat this email as part of the record that will be placed before the court and relevant regulators, including:

- The eSafety Commissioner: <https://www.esafety.gov.au>

- The Australian Competition and Consumer Commission: <https://www.accc.gov.au>

I look forward to a substantive response that actually engages with the evidence and the law, rather than yet another automated delay message.

Anthony Brodie  
Legion Killfeed

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**From:** Trust Support <trust.operations@trustpilot.com>  
**Sent:** Tuesday, 9 December 2025 6:48 AM  
**To:** Brodies@REDACTED.email <Brodies@REDACTED.email>  
**Subject:** Follow-up to your recent inquiry - Case #00713084

Hi Anthony,

We're just following up on your recent inquiry entitled 'Inbound enquiry - Other'.

Things are a little busier than usual right now, which has caused a slight delay in our response. We sincerely appreciate your patience as we work to get back to you as soon as possible.

In the meantime, you can check our [Help Center](#), which may already have the answers you're looking for.

Thanks again for your understanding.

Best,  
Trustpilot

### 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                                        | Subject: Re: Follow-up to your recent inquiry – Case #00713084                                              |
| Thread-Topic                                   | Subject: Re: Follow-up to your recent inquiry – Case #00713084                                              |
| Thread-Index                                   | AQHcaLWE6eGitklpQkm/8wbWDye1aw==                                                                            |
| X-MS-Exchange-MessageSentRepresentingType      | 1                                                                                                           |
| Date                                           | Tue, 09 Dec 2025 13:42:54 +1100                                                                             |
| Message-ID                                     | <PU4P216MB156857BA5C4B2B8A038AC606DAA2A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>                             |
| References                                     | <5bR1I0000000000000000000000000000000000000000000000000000000000000T6YV1900nQXgbPPYSPeJ6C1vKMFmBQ@sfdc.net> |
| In-Reply-To                                    | <5bR1I000000000000000000000000000000000000000000000000000000000000T6YV1900nQXgbPPYSPeJ6C1vKMFmBQ@sfdc.net>  |
| Content-Language                               | en-AU                                                                                                       |
| X-MS-Has-Attach                                |                                                                                                             |
| X-MS-Exchange-Organization-SCL                 | -1                                                                                                          |
| X-MS-TNEF-Correlator                           |                                                                                                             |
| X-MS-Exchange-Organization-RecordReviewCfmType | 0                                                                                                           |
| msip_labels                                    |                                                                                                             |
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| MIME-Version                                   | 1.0                                                                                                         |