

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #00713084 [thread::QrtFkOFTeV-G1-y_nXb0u2A::]
Date: Tue, 09 Dec 2025 15:53:04 +0000

Hi,

Thank you for your patience.

We have assessed the review ID you provided, and the review is now **under further investigation**. Our team is currently reviewing the case in detail.

Once the assessment is complete, our team will reach out to you with an update and any next steps.

Thank you again for your patience during this time.

Kind regards,

Ansa



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----- Original Message -----

From: Soul Legion [Brodies@REDACTED.email]

Sent: 09/12/2025 16:30

To: trust.operations@trustpilot.com; privacy@trustpilot.com; legal@trustpilot.com; accounting@trustpilot.com; press@trustpilot.com; contentintegrity@trustpilot.com

Cc: online@esafety.gov.au

Subject: Re: Update on your request #00713084 [thread::QrtFkOFTeV-G1-y_nXb0u2A::]

Subject: Re: Case #00713084 – edited “Consumer / Hooded_saw” review, auto-flagged as harmful/illegal yet still public

Hi Ansa,

I am following up again on Case #00713084 regarding the “Consumer / Hooded_saw” review.

You previously told me that this review had been taken offline. In fact it is still live in its edited form at:

- <https://www.trustpilot.com/reviews/692b14c5772dcebff6caec38>
- <https://www.trustpilot.com/review/killfeed.co>

On the direct review URL above your own system now displays a banner that reads:

“Trustpilot’s automated software has flagged this review for containing harmful or illegal content. Read more.”

Despite that banner, the full edited text is still published to the public, and I am still blocked from flagging it again.

I will be embedding the relevant screenshots under this email, including the view of that URL with your “harmful or illegal content” banner at the top.

1. You are publishing a review your own software has flagged as “harmful or illegal”

Your platform cannot have it both ways.

On the one hand, the banner on

<https://www.trustpilot.com/reviews/692b14c5772dcebff6caec38> is an admission that your automated systems have detected content that may be harmful or illegal. On the other hand, you are:

- Leaving the review online in full.
- Marking it as a verified review of my business.
- Preventing me from filing any further flag against it.

That is not a neutral mistake. At that point you have actual notice from your own tools that there is a problem, you have repeated notice from me that the content is false and defamatory, and you are still choosing to continue publication.

2. The version your team “investigated” is not the version you are now publishing

Your own case history shows that the investigations you rely on relate to an earlier, much shorter version of this review.

- The original text was basically “Rude, unwilling to help, Soul needs profession help.”
- After that, the reviewer edited it into the long story currently visible on the page, adding specific factual claims such as:
 - “I was a paying customer that you refused to help because apparently I wasn’t worth your time.”
 - “I did make a ticket but got no response.”
 - “You made a separate channel calling me names such as moron, imbecile and idiot.”
 - “You were sharing cutoff screenshots to your general to showoff to your party what kind of man you really are.”

Those detailed allegations did not exist in the original text. They were added later via your edit function. Yet your internal timeline shows you repeatedly recording:

- “Investigation complete: The review doesn’t breach our guidelines for: not based on a genuine experience.”
- “Investigation complete: The review doesn’t breach our guidelines for: personal information.”

- “Investigation complete: The review doesn’t breach our guidelines for: being about a different business.”

All of those decisions map to the pre-edit version. None of them addresses the later, more defamatory version that is currently live and auto-flagged by your own software as potentially harmful or illegal.

At the same time, the public page now shows only “You have already flagged this review,” so I am prevented from re-flagging it in light of the new content.

So the workflow in practice is:

1. A short version is flagged and “cleared”.
2. The reviewer edits it and adds far more serious factual allegations.
3. Edits never receive the same human checks as a new review.
4. The business cannot flag again because the system treats the review ID as already dealt with.

Your edit system is therefore a mechanism for bypassing your own integrity checks.

3. This is not just one review – it is a platform design problem

Trustpilot actively encourages reviewers to update and edit their reviews instead of posting new ones. That is central to your product design. Under your current workflow:

- Edits inherit the “all clear” from earlier investigations.
- The edited text is treated as if it had already passed all checks, even if it is completely different.
- The business cannot flag the edited version in the same way they could flag a new review.

That means every time a review is materially edited, you are publishing a fresh version of the content that has never been properly assessed for “genuine experience”, “personal information” or “different business”. When the edits are defamatory or otherwise unlawful, and you have locked the target of the review out of the flagging process, you are not just a passive host – you are knowingly facilitating ongoing publication.

The fact that your own automated software has now labelled this edited review as containing “harmful or illegal content” confirms that this is not hypothetical risk. Your system has literally put a warning label on it while still serving it to the public.

4. You also know the factual story in this edited version is false

On top of the structural problem, in this particular case you have been given clear proof that the core claims in the edited version are false:

- The “verified” email you are using is an Apple relay address:
2znkkydr98@privaterelay.appleid.com.

- My membership and billing records show no subscriber and no pledge under that email or under the name “hooded_saw”. They are not and have never been a paying customer.
- The Discord ticket logs show that:
 - The actual subscriber “lihou2451” opened a ticket.
 - I responded multiple times and asked for the information needed to assist.
 - They refused to use the ticket properly and instead relied on “Hooded” to complain and threaten to move funds to a competitor.

Despite all that, you continue to publish the edited story as if it were a genuine invited and verified customer experience.

5. What I now require

For this case and specifically for the edited “Consumer / Hooded_saw” review at <https://www.trustpilot.com/reviews/692b14c5772dcebff6caec38>, I require:

1. **Immediate and permanent removal** of the review in all its versions from public view. It is not acceptable to leave a review online that your own system marks as potentially harmful or illegal.
2. A detailed written explanation of:
 - How edits are handled by your integrity systems.
 - Why flags and investigations carried out on the original short text have been treated as covering the later, edited version.
 - Why I am prevented from flagging the edited version even though it contains new factual allegations.
3. Confirmation that all logs, flags, classification decisions, edit histories, and internal communications relating to this review and this case will be preserved for litigation.
4. Corrections to the transparency page at:
 - <https://www.trustpilot.com/review/killfeed.co/transparency> so that it accurately records that this review was:
 - Edited to add new allegations after initial investigations.
 - Auto-flagged by your own software as containing harmful or illegal content.
 - Kept online while my ability to re-flag it was disabled.
5. Restoration of my ability to flag reviews again whenever the content is materially changed, rather than treating a past investigation of a different version as a permanent clearance.

This email is in addition to my earlier detailed letter of 9 December 2025 and my Calderbank offer from August, which I will rely on for damages and costs. It simply records what your own

page and your own warning banner now show – that Trustpilot is knowingly publishing an edited review your automated systems have already identified as potentially harmful or illegal, while blocking me from using the tools you advertise as my remedy.

If you cannot provide the explanations and commitments above, this needs to be escalated immediately to your legal or compliance team. I will be forwarding this exchange and the accompanying screenshots to the eSafety Commissioner and the Australian Competition and Consumer Commission as further evidence of systemic failures in how Trustpilot handles edited reviews, flags and known harmful content.

Regards,

Anthony Brodie
Legion Killfeed



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

Sent: Tuesday, 9 December 2025 8:18 PM

To: Brodies@REDACTED.email <Brodies@REDACTED.email>

Subject: Update on your request #00713084 [thread::QrtFkOFteV-G1-y_nXb0u2A::]

Hi,

Thank you for your patience while we reviewed the case.

We've now completed our assessment and have taken the review offline.

We appreciate your cooperation throughout the process.

If you have any further concerns or need additional assistance, please feel free to reach out.

Kind regards,

Ansa



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----- Original Message -----

From: Soul Legion [Brodies@REDACTED.email]

Sent: 09/12/2025 03:42

To: trust.operations@trustpilot.com

Subject: Subject: Re: Follow-up to your recent inquiry – Case #00713084

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

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)

[illegible]

X-MS-Exchange-Organization- Network-Message-Id	791a9b12-b30e-4f71-f2de-08de373b0ac5
X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization- MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	DB5PEPF00014B8D:EE_ PUVP216MB3265:EE_ PU4P216MB1568:EE_
X-MS-Exchange-Organization- AuthSource	DB5PEPF00014B8D.eurprd02.prod.outlook.com
X-MS-Exchange-Organization- AuthAs	Anonymous
X-MS-UserLastLogonTime	12/9/2025 3:50:42 PM
X-MS-Office365-Filtering- Correlation-Id	791a9b12-b30e-4f71-f2de-08de373b0ac5
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.49.115.197
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 10300799035 47200799021 461199028 58200799018 28070799003 6092099016 9800799015 1680799066 9000799056 9400799040 56899033 1360799030 1380799030 1370799030 1602099012 440099028 4302099013 3412199025 1122599019 26104999006 22062799003 30041999003;
X-MS-Exchange-CrossTenant- OriginalArrivalTime	09 Dec 2025 15:53:05.4842 (UTC)
X-MS-Exchange-CrossTenant- Network-Message-Id	791a9b12-b30e-4f71-f2de-08de373b0ac5
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
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X-MS-Exchange-CrossTenant- FromEntityHeader	Internet
X-MS-Exchange-CrossTenant-RMS- PersistedConsumerOrg	00000000-0000-0000-0000-000000000000
X-MS-Exchange-Transport- CrossTenantHeadersStamped	PUVP216MB3265
X-MS-Exchange-Transport- EndToEndLatency	00:00:07.2781622
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X-Microsoft-Antispam-Mailbox- Delivery	ucf:1;jmr:0;ex:0;auth:1;dest:C;OFR:CustomRules;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(1010050)(944500132)(4810010)(4910033)(9920006)(9510006)(10105021)(9320005)(9230038)(120001);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7Y70wO0Q9MTtHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	4a41G2B7zEqOu1hWs/COH+TpoSRZvkgHOCuBZQ3kjheEZV5Wj3WWWGuIF0YUURdExqX7mMA23jVQI4HQ3gydw0e1KgJZD93NQITqq7XjFywBwYpgCB4nfsUMgRiSZhLH/3yroVI8AT+oNUDJEvF79Wq4vdCikD0IhejQUhtU0UHX/zfZT6SZg/GCRj5ZAn5eBjzD255B8DBPupVp9fzE61xrTr/qm0wC8AJONtB74mRCmPZf3LJ1w863fvwCGfcN2e9d1kLg6eWTYmfXVzdWakB+DTPmwZTJyHor+DD+NB4/hnTicRYMHZEaeKjmhMu+jil+yEPqMGMAR9c+clQjWSThFqMtr/w9NVL6yHXnoGRo5i1SdQaaLbeErPJMqWsaXyJEIgjGJQOz7tm0ShrElxC+mNe4Qy3oBDRlQsSifoEo1WTUTkIH/Bzq0oVJaNyIb12FWwsU2elMVXjUcr6wHZtsr9T5OAva7RkkB8pu93iP2rFCGNfSje4f01bfppz3e/WOGmQe2iFqX7pfKjGvcWX1XzBvUaitw8rxw6fx+rUampgOMGgqwUCTPx6SoHTWsVZqzUq9cnn/kFpHvV+qvyakB+vo4TmTI+OgttYj/Ym7iW3l6hG2b1Xl93UP9ctt+vBksMeye9RuIF4wVvclUm+4XS7COjcAhLzCGLous8aKX/NcHUZBUXMpEMOa8cefXnySliNr+PaE638KkHjdVdYra2brvPrrE2TkCgigpOp9BbP3gEz6qGFgtPiJ5JxknTBTGZUFAjm1KT/pmJW+d/KK+aBuonl2dAPqw1HVLvumsqw35Bfzz/NHlitiZwj9iO6RIR5x9bB81bM78D0On96eJSQ8+DJxvQbLFmtWop8Gkg4fwOzfzJYRRIVPEdMOuPZesAoeG/8CzDacTQOByVpOu25eSVKd2KM2lzwqHFuo5XlUxMXEL/3A8OY2FbzTA1SxK5s2ONR4tkdJRblLucxMkxRNgCv45rzVWymLfHEr2lkwDNKeL12fkONbjK3VAw1byWzTK4X76Ran7Y5mXhTknuf+JJDmOK7lbdpCsVRKBNmC48XCSPGkhdn/79m++Jx6Gjals06VxT+FWX9lM9VKfb8yW7OSI1Pv9WqYZHf4cWaYebMo24s9E0vLlhwO2Kn/L8xku1FaZopMfMxGqlgVt3YgDiVUirq14LpLmCyb3E1QsawKXfMAUOoi1/6fmsseriQ92hnnwZb3qqNpd4DF57sSEmJn3zn909w5fJZFelmRwo90cTSYTcaS2tGTO+09lPtiMM+S9KZh8emneo3mrZD5XIEB7ygfM84tjIFHCY3JCbV2PVHM6j0fgTLIfyd1HrprcFr+IUh+3N9T5+SOekvy+RIDDLMoM9KXCToo32c2lciVnCRuKQ1LPCi3u1QcCdVW0Wdco1DVymVdTWanygPgJ+HczpJv4n6yP8tz3/ZUEqLSZysnR6zNqbf+WdDe/T5V+gasXxlaOzzLExnnA15t34pEU02jk6y+kHJix303gOZCSBrfEbN0LEcNg86U40hZ3PtXzEc+9M1PmhcoTf8vPvzZDWETNyQXiZxqjE2yn+GLyA2lG5zk7lPgCXWHOlqb9lFvBtYgkGhU3lGEGWB5i76gkmC0n4RVt9O4T/o4EZggwG7LL1AhfKhKRSOsA2sr3wcuEO6wHyOviPXiV0BIWh+HzkzARq/7GavU3lObdvdiviaitxvOB6Zu6MWt++MRS+jeo3EbB8Sle+g7JmJxLpeitBBce+42IRGPLaY7p1WVa2kwsfAouBQGPg94gLGbSBpe+3zVo6o//fTY05/0bHW3tDmNpO4YGNJmCQjouw9sbZuO1RHZnxvNr+e0Z95bzyXKsUlq7h1c42Plx73EUvjkaPbsiZXlEalkvFwuVQeWvtqrXTkaOTUvdngBEEntI6NIIJaIMgv1GE3GvOgG1exTQ3lIx+jg7xeq8RnsAAvAz/OHxRdvrKGICrHaUmMMi983h/lpBi1ik7oJ+BAKe1MEhNcGfUpM6X9A36lto2Rcv2n+IU6NzMfEdUg1MI+7fUawFHOXUoPUZiOkdlkjdnr6OXOiWY7auJyvkE89N/bu6tcmZuzpPCuL9qdzrpiBgHCF6pAvvAekA5XE6ga+cDwmhgkEjCZEdraiDomndKJqSnCL0fQKQnYsFqmyP+8ioEA6axS4uq219nH8aTlIY3u29GFpsgIDbzTy0pYVC6BU6BdEADaQqFzGi+qemF68drku7XxCef86wc5+Px0bPOTujn1SCKuGEGxy4LeHVHE6plgux31i/hOCFqyrDgn5uPNzA7Gd9pRQOX6WGXpwwj2mwca/4PbLnRfVLeMf9VGnTtEOwkKsjQXHyS

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MIME-Version	1.0