

From: Soul Legion <Brodies@REDACTED.email>
To: Accounts Receivable <accounting+id1W56ZW-PJ5WE@trustpilotaccounting.zendesk.com>
Subject: Subject: Ticket #508859 – Request for escalation to Legal/Compliance re ongoing defamation and competitor abuse
Date: Wed, 10 Dec 2025 10:55:41 +1100

Subject: Ticket #508859 – Request for escalation to Legal/Compliance re ongoing defamation and competitor abuse

Hi Trustpilot Accounting team,

Thank you for acknowledging ticket #508859. I understand this queue is primarily for billing, but I am using it because the normal Support and Content Integrity channels have failed and I need this matter in front of a human with authority in Legal / Compliance / Risk.

Below is a clear, start to finish breakdown so you can see why this is not a routine “bad review” complaint, but an ongoing situation that exposes Trustpilot to liability under Australian defamation law and your own competitor rules.

1. Who I am

My name is Anthony Brodie (Soul Legion). I run Legion Killfeed, a small subscription business based in New South Wales, Australia, providing a specialist Discord bot and tools for DayZ game servers.

Customers pay recurring monthly subscriptions.

The market is niche and reputation driven. A handful of one star reviews on Trustpilot translates directly into lost subscribers.

2. Long running history with Trustpilot

Over several years I have:

Exchanged hundreds of emails with Trustpilot about obviously false, abusive and coordinated reviews, many tied to direct competitors.

Watched you initially defend reviews as “within guidelines”, then quietly remove them weeks or months later without explanation.

Seen your “transparency” page for my business frame me as a serial flagger while omitting the fact that a number of negative reviews were later removed or shown to be from competitors.

In August 2025 I sent a detailed Calderbank style settlement offer regarding Trustpilot’s contribution to the damage done to my business. That offer has never been properly engaged with.

3. Current focus – the auto flagged “Consumer / Hooded_saw” review

Case #00713084 concerns a one star review on my profile under the name “Consumer”, reference “Hooded_saw”, currently reading:

“Rude, unwilling to help... 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.”

Key facts:

The email behind the review is 2znkkydr98@privaterelay.appleid.com, an Apple relay address. My subscription and membership records show no paying customer and no pledge under that address or under the name “Hooded_saw”.

The actual paying subscriber for the server in question is a different person: Discord user “lihou2451”. That subscriber:

Opened a support ticket.

Received multiple responses from me asking for details.

Chose not to answer the questions and instead relied on “Hooded_saw” to complain and threaten to move funds.

“Hooded_saw” is therefore a non customer third party who tried to bypass my support process for someone else’s server.

Your own internal history for this review shows a series of “Investigation complete – no breach” entries. Those investigations relate to the original short version of the review that said little more than “Rude, unwilling to help, Soul needs professional help”.

After those investigations, the reviewer used your edit function to expand it into the long, detailed narrative above. That new text was never re assessed on its merits.

Despite that, the live page now displays:

A banner at the top saying “Trustpilot’s automated software has flagged this review for containing harmful or illegal content”.

The full edited text still visible to the public.

A notice to me that I have “already flagged this review”, preventing any new flag about the edited content.

So in practical terms:

Your systems have detected risk.

The version now online has never had a proper human defamation / genuineness check.

The business targeted is locked out of your advertised flagging tools.

Yet Content Integrity has informed me that the review “does not contravene” your policies and that it is “improbable” that such content would cause serious harm.

4. Competitor review “Kamy” posted again

Alongside “Hooded_saw” there is a one star review from “Kamy”, stating in substance:

“My experience with Legion Killfeed was honestly really bad. The bot owner was extremely difficult to deal with... If you’re looking for a bot with decent support I’d recommend looking elsewhere.”

“Kamy” is Kamikaze / Mathew Trojanowski, a direct commercial competitor who runs a rival killfeed service and is one of the core organisers of the broader harassment campaign against me.

Important points:

Trustpilot has already removed a previous review from Kamy in the past for being from a competitor. I have the prior correspondence confirming that.

On 30 November 2025, Kamy posted a new review that is near identical in wording to his earlier competitor review. This is not a reinstatement by Trustpilot of an old record, it is the same competitor coming back and posting again.

On the public page it appears as normal “Source: Organic” content, with no warning to readers that:

this author is a competing business; or

Trustpilot has already accepted in an earlier ticket that his reviews breach your own competitor rules.

So a competitor you have previously recognised as ineligible to review my service has been allowed to publish essentially the same “experience” again as if the earlier decision never happened.

5. Coordinated 30 November cluster and subscriber drop off

These reviews do not exist in isolation. On 30 November 2025 you received, in very close succession:

The expanded “Consumer / Hooded_saw” review.

Kamy's new competitor review.

A third one star review from "Unholy", an associate of the same group.

All three repeat the same manufactured story that I am rude, unwilling to help, and mistreat customers. All come immediately after I refused to allow a non customer to control another subscriber's server and called out that behaviour.

Looking only at paid subscribers (unique paying accounts, ignoring other revenue streams): From early 2024 to August 2025 my subscriber numbers grow steadily into the high double digits, just under 120 active subscribers.

From August to November 2025, after further waves of hostile reviews and harassment, there is no month in which the trend stabilises. Each billing cycle has fewer active subscribers than the one before.

By the end of November about one quarter of my paying subscribers have disappeared compared to August, with no natural recovery.

For a small subscription business this is serious damage, not a theoretical worry, and the timing lines up with the latest surge of hostile Trustpilot content, including the new Kamy and "Hooded_saw" reviews.

I am not providing raw ledgers to Accounting, but this is exactly the kind of data that will be put in front of a court and regulators if needed.

6. Legal framework – Defamation Act 2005 (NSW)

Because I and many affected readers are in New South Wales, the relevant law is the Defamation Act 2005 (NSW), including:

The new section 31A dealing with digital intermediaries.

The established section 32 defence of innocent dissemination.

In plain terms:

Once a digital intermediary receives a written complaint that:

the intermediary only has the digital intermediary defence if it takes reasonable steps to prevent access within the required period (7 days in the model wording).

identifies the complainant;

identifies the specific content and where it appears; and

explains why it is defamatory and inaccurate,

If the intermediary chooses to keep the material online after such notice, particularly when it also has its own technical warnings and a record that one of the authors is a competitor, it moves from the role of innocent conduit into that of primary publisher with knowledge.

I have repeatedly provided complaints that satisfy section 31A:

They clearly identify me and my business.

They clearly identify the "Consumer / Hooded_saw" and "Kamy" reviews and where they appear.

They explain, in technical detail, why the events described cannot have occurred as written.

Trustpilot can no longer claim it is simply hosting user generated content it knows nothing about.

7. Personal impact and ignored suicide ideation

I have explicitly told Trustpilot that this sustained campaign – much of it amplified and preserved by your refusal to remove obviously abusive and false content – has pushed me to the point of suicidal ideation.

I do not say that lightly. It reflects years of reputational and financial damage, combined with being painted publicly as abusive to customers when the reviews you host are in large part from competitors and non customers.

Despite this, no one at Trustpilot has:
acknowledged that statement;
expressed concern; or
indicated that it affects how my case is handled.

Instead, a “Senior Escalation Specialist” told me that content of this sort is unlikely to cause serious harm and therefore does not meet your internal threshold.

From a risk perspective, ignoring explicit statements of suicidal distress while continuing to publish disputed, auto flagged and competitor content is extremely troubling.

8. Why this is in the Accounting queue and what I am asking you to do

I am writing via Accounting because:

Support and Content Integrity have given me template driven answers that ignore both the factual record and the legal framework.

Accounting is one of the few routes where messages are more likely to be read by a human and, if necessary, passed up the chain.

I am not raising a billing discrepancy here, although continued use of my business data in this way may have contractual consequences. I am asking you, as an internal stakeholder, to ensure that this situation is properly escalated.

Specifically, I ask that you:

Forward this email and the underlying tickets (including #508859, #00713084 and the related competitor review complaints) to:

Trustpilot’s in house Legal team;

the relevant Compliance / Risk officers; and

any senior decision maker overseeing Content Integrity policy.

Request from them, in writing:

Confirmation that they are aware of the auto flagged “Consumer / Hooded_saw” review and the limitations on my ability to re flag it.

Confirmation that they are aware Kamy, a known competitor whose earlier review was removed, has now posted a new near identical review.

An explanation of what they consider to be “reasonable access prevention steps” under section 31A in light of my complaints.

Assurance that all logs, edit histories, internal notes, and decision records relating to these reviews and to my account are being preserved intact for potential litigation and for any regulator who asks.

Confirm back to me that this escalation has occurred and that my correspondence is not simply being bounced back into the same automated queue that has failed to address the issues so far.

I apologise that this lands with your team rather than Legal first, but at this stage I am using any route that will get this in front of a person who understands both numbers and risk. This is no longer about a single unhappy reviewer. It is about ongoing defamation, competitor abuse, and Trustpilot’s response after explicit legal notice.

Thank you for your time and for making sure this reaches the right people.

Regards,

Anthony Brodie

Soul Legion

Developer of Legion Killfeed

From: Accounts Receivable <accounting@trustpilotaccounting.zendesk.com>

Sent: Wednesday, 10 December 2025 2:31 AM

To: Soul Legion <Brodies@REDACTED.email>

Subject: Your request is now received - Ticket #508859

##- Please type your reply above this line -##

Dear Soul Legion

Thanks for contacting Trustpilot Accounting

Your request (#508859) regarding: Re: Update on your request #00713084 [thread::QrtFkOFteV-G1-y_nXb0u2A::] - has now been received and is being reviewed by our accounting team.

You will receive a response to your request as soon as possible. Should you need to update or write additional comments regarding your request, please reply to this e-mail without changing the subject.

Best regards

Trustpilot Accounting

This email is a service from Trustpilot. Delivered by [Zendesk](#)

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	Accounts Receivable <accounting+id1W56ZW-PJ5WE@trustpilotaccounting.zendesk.com>
Subject	Subject: Ticket #508859 – Request for escalation to Legal/Compliance re ongoing defamation and competitor abuse
Thread-Topic	Subject: Ticket #508859 – Request for escalation to Legal/Compliance re ongoing defamation and competitor abuse
Thread-Index	AQHcaWdT/CwbQr8uR0SWY8s7xxHJkg==
X-MS-Exchange-MessageSentRepresentingType	1
Date	Wed, 10 Dec 2025 10:55:41 +1100
Message-ID	<PU4P216MB156833DD1FA5CACC02B04C80DAA3A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>
References	<1W56ZWPJ5WE@zendesk.com> <1W56ZWPJ5WE_693840c9123ad_c9f00fb875ff66_sprut@zendesk.com>
In-Reply-To	<1W56ZWPJ5WE_693840c9123ad_c9f00fb875ff66_sprut@zendesk.com>
Content-Language	en-AU
X-MS-Has-Attach	
X-MS-Exchange-Organization-SCL	-1
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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Content-Transfer-Encoding	quoted-printable
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