

Hi,

Thank you for getting back to us.

We kindly request that all communication be maintained in a decent and professional manner. As the reviewer has deleted their review, we are unable to assess the case further. Accordingly, we consider this matter to be resolved and the case is now closed.

Thankyou for your understanding.

Kind regards,

Reshma



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

From: Soul Legion [Brodiess@REDACTED.email]
Sent: 13/12/2025 21:57
To: trust.operations@trustpilot.com
Subject: Re: Update on the review you flagged - Case #00749991

Criminal|||||||ssssssssssssssssssssss

From: Trust Support <trust.operations@trustpilot.com>
Sent: Friday, 12 December 2025 8:06 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on the review you flagged - Case #00749991

Hi killfeed.co,

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

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