

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: [thread::8sTQcOPIdAigXMUToxZlyGA::]
Date: Fri, 02 Jan 2026 07:58:49 +0000

Case number: 00843340

Hi Anthony,

Thanks for getting in touch.

As an Escalation Specialist in Trustpilot's Content Integrity Team, I've now concluded the assessment of your appeal that you raised on 2025-12-27 for About a different business..

Outcome of the appeal

The decision to keep the review online has been confirmed. We understand your concerns regarding the review posted by the consumer "Hooded_saw" and the handling of your reports. We have reviewed the points raised and provide clarification below.

1. Use of proxy email addresses

Trustpilot permits reviewers to register using privacy-protected or proxy email services, including Apple Private Relay. The use of such an email address does not, in itself, constitute a breach of our guidelines or invalidate a review.

2. Genuine experience assessment

Our assessment of whether a review is based on a genuine experience does not rely solely on verification as a "paying customer" or the presence of order details. Reviews may be left by users who interacted with a service, support system, or subscription environment, provided the experience described is plausible and relevant to the business.

Based on the information available to us, we did not find sufficient evidence to conclude that the review is fabricated or unrelated to your service.

3. Factual disagreements within the review

The review contains the reviewer's account of their experience with customer support and service access. Disputes over accuracy, including whether a ticket was opened or whether the reviewer was entitled to support, represent a disagreement between parties. Trustpilot does not arbitrate factual disputes or determine which account is correct, provided the content complies with our guidelines.

4. Review reinstatement and reporting limits

If a review is reported, taken offline for investigation, and later reinstated, the system may display status changes such as "back online." This reflects internal moderation workflows rather than repeated publication of new content.

Once a business has flagged a specific review, additional flags on the same content are restricted to prevent duplicate reporting of the same concern. This does not affect our ability to reassess the review if new, materially different evidence is submitted.

5. Flagging history and audit visibility

The flagging and investigation history visible in the Trustpilot interface represents a summary view and may change as cases are merged, closed, or resolved. We do not provide internal audit trails, moderation logs, reviewer verification data, or investigation metadata to third parties, as this information is confidential and protected under our internal processes and data-protection obligations.

6. Allegations of misconduct

We do not agree that the circumstances described constitute "publication-after-notice misconduct." The review has been assessed multiple times in line with our guidelines, and the decision to keep it online reflects those assessments.

Conclusion

After reviewing your appeal and the issues raised, our original decision stands. The review will remain online as it does not breach Trustpilot's guidelines. This concludes our investigation, and the case is now closed.

We appreciate that this outcome may be disappointing, and we encourage you to continue engaging constructively with feedback by posting a public reply to share your perspective with readers.

This completes the investigation of your case. While I appreciate that this may not be the outcome you had hoped for, the decision is final and in line with our guidelines. The case is now closed.

Best regards,

Email Headers (Raw)

[illegible]

X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	DB1PEPF000509F0:EE_]PS2P216MB1234:EE_]PU4P216MB1568:EE_
X-MS-Exchange-Organization-AuthSource	DB1PEPF000509F0.eurprd03.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	1/2/2026 6:25:21 AM
X-MS-Office365-Filtering-Correlation-Id	343f3482-5844-41f4-1eb0-08de49d4c37a
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.48.111.57
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 36140799003 9800799015 10300799038 47200799024 28070799003 9000799056 58200799021 35120799003 461199028 56899033 1360799030 1380799030 1370799030 3412199025 440099028 1122599022 26104999006 30041999003;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	02 Jan 2026 07:58:49.3446 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	343f3482-5844-41f4-1eb0-08de49d4c37a
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant-AuthSource	DB1PEPF000509F0.eurprd03.prod.outlook.com
X-MS-Exchange-CrossTenant-AuthAs	Anonymous
X-MS-Exchange-CrossTenant-FromEntityHeader	Internet
X-MS-Exchange-CrossTenant-RMS-PersistedConsumerOrg	00000000-0000-0000-0000-000000000000
X-MS-Exchange-Transport-CrossTenantHeadersStamped	PS2P216MB1234
X-MS-Exchange-Transport-EndToEndLatency	00:00:03.3193190
X-MS-Exchange-Processed-By-BccFoldering	15.20.9478.004
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)(944500132)(4810010)(4910033)(9930004)(9545005)(10172021)(9320005)(120001);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTiHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	6UWkq4d0MesX2ClnD6RcxAMBRG4V5RdvR+10S8wYeoCuCPdEOINQDsZkuygKjmr1eQYikF6a5Bp/JF5EN1SSmnjjWrpDcle9D153CyETcPyGQEmIKczMtSWichROES/8Mqusmk036qAfZERrQwBPe1P15B15axGOfAXwc/VYjqTWrgmEvigUO2xNXHx19HzROBX8y1L6fRYERdCXKyRmqtEsk3weEn3XovlxSYNSVCI+py4dQZzjPwcG8WH/7FPDRntSYURQ+fahAmxWUOIAndvn1Xz0BpWI/KGILYN8GMCQB6WTRKj6anSo9o2QcT4qFgkuZT/j5Um30NfVRbObHxBBdPf+ymbPeKlXsWLOVoppKQk7SXxOmnHeVoRFJcX/jgG5Aex3cRZiJQoxlrLaJefAKJp9/+WdRad/L1349n4RyUt3lhw6sO3E9PwrO4I07BdL5Hv5ZLgHg1LJQtefYVAsk91f5ueE2ssfPK3uqjGN9BZj3QL2YbrqtYqzLMDSF0yDY4+w69HMjSp+uCB3vHHI4jy2fKsYDjzQUrm3nLJypph4vUyK2zmchx8UE4FWlfrDrmURQiE7G4Vb8wHWWRI/7ftB0t7/JE7+O3ZM7lFcxSj3Ww2wArhEzeVDt0f45sk6jT8yOu/1Qq2Tga8LaFdfogdKdgKuza/hUjDu89BaSwlxVfLX+186mdYca7z5+6t6SFGpW3NpAumthK7CShZDGtwhQfQjsAF5E34ub6qwDSnHg9+QvUHQolloc357KllkH0sF0drlj7Qwdr3pPwRe2T06kQGq6DV/9kTZl/wN3521gsxnUB8q9N47z8S2KY6MUvUo/WLOLQaP22U+TCfKhYzl39w/161K/sSi4wdTiN30x+B/cxjXskKJfARHU6el2bB3nFJR6cG66rTWSJ/Z2/vlecOpblXYhB7Ksw21bBb28YiZjPcl2G+jVeAWMlXkM8/SB0U0rU73GR0zn+2PSZeDYrKc/Zqv16rPh8SziqYGIfPHOIfWDBvd7+YTvZzcDbTQl5silha1jagjHXZbTlZ489y3ol9/K/JZHdZ0FORRGpJaOfZIST/SgyR3oqzGrRBTBVkPf6QasMPpyc2FZqyg11KyPjs6NBw3er1mkoOtAZxl275aR8MoJL5+KMMHOOgPITgs4kLElqY6KrPA0jlsjdgJ3m3UN21HCSV14f14KdKUQkffdCZRfzbiQl28VUWK/25LukYE6u2XR8FWG84d8RXUqH+JjtGR/kGMNqwxkMsefJ+VknidieVTvTVaXIEISFOuR6bgGWdxdxRBo0xlZ3rWWT4AWF0YKDpEf0FZAadkSaPJ9XclJwHIWwkreSb81HMMNopFDydg4xbt+Wv4lk+s9FHKbIK2EJHRd4bV81i+rmv1j9y6hS828JiqdStuZ+TPulqr0a5ydDltRvI2XXjU5YQdClpKepA0hsUuYbhCvE8YCrhhWn65+MHFrPe7HtceK0o3/DLZUODfm/xiJa6sEGVZqdr9r33bWxC0+uuBPylFSZYpSysIRd+rkIBNXVStslci/D91/ehy5v1lf+T3vHrLf5DfQBTfCkQ5HrgV+P10Bb1D0umimLvXKaHuYErkgYJigDM5KpmKOIqYC1fyeqvJqJ/sopKc6sXRhVr8M+iq0jShfNIZbcd+2pXhUeUiQJ+da9uwY/RyJ5v+JIArolMipj0UTJqDFF433lzc5oRKhQCBAGHnb2nXgKTIO0gBZO25ZTORPOBxf9iYL/CJjJmacjWTWh7p1UHkEuaKIBPIjjzaXdsmLvgTBFyGJMkkf5XTnruWQ1Bsc7FhWlFjX1YGrLOhvFIZGoM0P9CzBai9hza9BZm5UsmtO0/pvDnxb8o8LjQco7ZTsdyqKvRCi0RqEokES3Ti2q1MLOzNNJIEzKsi11UnLB0d5g6EbZ99JX0bCeGcrRbBwsluXKjz5OfBKicu2osbTFFHyiTi2UcmtVfKelAhwJM/eYFeVD9v46Fu2Sj4qNrOG9gg6+Kkt7qLYJCF5pF5r5QG9HeXDJn48/sABHc0iMLcTRXWstY/ZWQ/hYKs7qU++PuxiUC61h0LkNBkfKhZODg4knBXhXK6VdWMMKatQAFFWRg7ZTwopgP/lhzcXiEnEh1IzTs87ooXwOVgEk7HjVla96NCOVo+j7h8UD+O8SeBUkR6jDHPxhnnuEpyb+wb+zhzqgR20p31XThv/pW9h1iS0Ue8X7iIL+9qa6/Gup7oP9lpZ4FC9uCvN9b6efF8C1cSQhIfgfV97prUb99i/3SVBLftoQIJ4edzFeMC6bl8WYoh5FgrfFcNg==
MIME-Version	1.0