

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: [thread::8sTQcOPIdAigXMUToxZlyGA::]
Date: Tue, 06 Jan 2026 07:06:10 +0000

Case number: 00843340

Hi Anthony,

Thanks for your message. After further review of all communication regarding this issue, I can see that we've already come to a decision in an appeal previously raised in case **00843340**.

Trustpilot's role and decision-making framework

Trustpilot is a review platform governed by its own Terms of Use and Content Guidelines. All moderation decisions, including whether a review is removed or remains online, are assessed exclusively against these guidelines. We do not adjudicate legal disputes, determine liability under national laws, or assess allegations of defamation, misconduct, or regulatory breaches raised outside of our content policies. Legal arguments or external regulatory frameworks do not override or replace our guidelines when determining review compliance.

Review assessment outcome

As previously communicated, the review in question was assessed multiple times and was found not to breach Trustpilot's guidelines. It represents the reviewer's account of their experience and falls within the scope of permissible consumer feedback on our platform. As such, the decision to keep the review online remains unchanged and final.

Transparency and moderation processes

Trustpilot provides businesses with visibility into flagging activity through the interface as a summary of moderation outcomes. This view is not intended to function as a legal audit trail or immutable record, nor is it presented as such. Internal moderation workflows, investigation materials, reviewer data, and system logs are confidential and are not disclosed to third parties. These limitations do not conflict with our transparency commitments, which are designed to provide high-level insight rather than forensic-level records.

Reporting limitations and edits

Flagging restrictions exist to prevent repeated reporting of the same content under identical grounds. Reviews that are edited are reassessed under our standard moderation processes. Trustpilot does not suspend reviewer editing rights or reopen closed cases unless new content is found to breach our guidelines upon review.

Requests for legal entity and service details

Trustpilot does not provide legal entity details, authorised representative information, or service-of-process confirmations through the content integrity or review moderation process. Any formal legal or regulatory enquiries must be directed through appropriate legal channels as outlined in our Terms of Use and corporate disclosures.

Conclusion

This case has been reviewed thoroughly and in accordance with Trustpilot's rules and guidelines. The decision stands, the review will remain online, and the case is closed. We will not enter further correspondence on this matter within the review moderation process.

As part of the appeal process, your case was thoroughly investigated using all of the evidence that was available to us, or that we obtained from you or another party.

In alignment with Trustpilot's guidelines, we arrived at the decision as stated in our previous message within the case **00843340**, and we won't be taking further action on this matter. This case is now closed.

Best regards,

Email Headers (Raw)

[illegible]

X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	SJ1PEPF00002315:EE_ SEWP216MB3108:EE_ PU4P216MB1568:EE_
X-MS-Exchange-Organization-AuthSource	SJ1PEPF00002315.namprd03.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	1/6/2026 6:37:55 AM
X-MS-Office365-Filtering-Correlation-Id	a6e002db-02f5-4997-9dbb-08de4cf21328
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.53.195.23
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 461199028 58200799021 47200799024 10300799038 9800799015 9000799056 28070799003 36140799009 35120799006 440099028 3412199025 30041999003 26104999006 1122599022 1360799030 1380799030 1370799030;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	06 Jan 2026 07:06:11.5181 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	a6e002db-02f5-4997-9dbb-08de4cf21328
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant-AuthSource	SJ1PEPF00002315.namprd03.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	SEWP216MB3108
X-MS-Exchange-Transport-EndToEndLatency	00:00:04.2166413
X-MS-Exchange-Processed-By-BccFoldering	15.20.9478.005
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	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTiHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	FTR3HEf62O0DU33Wisr2sbXQTETVQRo6ogzeh4+uv/9/zmKFHDvPTHyb4frcSZNgYsblUImtNKfvgzXX8paN+62sWxD2aUD5h5fyod5oRIQPBWYOhffCsKHAMvokNjVMt+D13o36k8CXk0vLwULiOySYVyhdyD4jU5Jss3fQAnEakoRWz76LeeC9MUEx4U3JbdYgzte2gSxTE6Zi2vwLP1fxvSE+8rJpflvFFb6GF6eC5pvZlcvQjD4ehqbRx6DFEc1ZWkJq73Pkp5o50yB7AHZs3b33w865N2ayZUg4mmNXpN+w1GQn2RKs+2GRG4ozhHhd5RcWLo+tbQu/25ONZOFDZZ5ofYV/3Dx8fvCG80sNPLgMTFjrUZRCrEz73l2Moq0sp44Aj/JCa1iXDM/ctG6CwrsJitjEa7lKy8h01U5u7l9j1smDI0biuaebJ7GJO/fusufg3t9qjN9b4FE7abZfgl7Jo085bYMBtGBSy/94WhC9UJsRMFUuPyZXWW7VZZOwCLBN/kcA7zlL7nWlXYQ/PWxgXvxp0e2EsBT4fHcmYXCkXrbfITYnyd6YLShQmPNlZ6eeYUKf6Hjhqq8ijLvAeSWJcEJf6qzJ+SjFDYZPEg+S8BMmFcFcG580T2r0ZWUDGJwSx/hmWJJJSJhn79iP4kLntFJC1nR/rXae5p4RDKLcn6yU+kMdduD9yKREfA0qAJhwQZjhBMaoHta1D+ZG1tceY7QJUmAxikbMo51Mw5cBNODuO/g3ZL67SHDuTovop8pwbFzkl+af76WJ1WiD/2DSspucaHtnaBzhx7lLaeb8b7A9LW2OYL AenvZ2Gc9kwxZm/0ML7qu+mfFExd+61n+3cp/QGcRbhhEit8kHlyW+nzfKPedwq8fEWDU7bJbhwnphunnkvoHg1fTBDiMidGp/l+Oq6t6RS5dliUdJx3/rzaZixz2QsCqE/R1TcVG9d2iLsugx8SmfHBbQ3GGit2JOwQwTA2xaK2Rys6ekdYfFIRWkK52yJ9PRFZF4uVF0iEhE84jrIRTPR+xJoIC8/vb bQ+hKaHolXitt8ysvtZ7EEb1lu8XXwQFm+YN98kdUrKdJ+zX0Nxy5L5jgrG1sapflyjgUPxkMUZe1YMCliuc8WlUlfwE2/6vOhPmhixa5ga2OuVBTF3ShczDW0p3JSdGDFNKRmg9u+KLNlZomp0az795k0+Dy0RA8ryU+jw0y7OVMe8npczn8c7mlb8Os7js/f5QlpcN/9liSienCBW9rk/ow/CYpOceF9kEK6TQf+kMuxVDMAPqe1SNTK1cmGzqkCHSCzUxlz ay4oUGS0l9lSHzLQwzL4dMKAMfFz3J6Edm1QWre4O7WUalrkDS6qH0A9y2DQ+xyyo+K7iqUEwCwneP0of/HuSJxP51u8nlFgepKNQqN12TSpcl1zGSUE18JdwXGq0581XoO6GCoXUmF3SLnccH6VPB/fDkHkKOGpMwFWM8wMxPmHc/TbRqyeiGC0XwtZByKLZRNI SizjZU5fpcv8jBpyypNREVz2e1yvTXhqvcyprXkYzd7HGdM9NvbqLXWlUaC7yl2DOWlx7vPumNtStfOb2Y/hXxOcuVvo1v5A89eLEdfEiwBmisLZmwg+L9yl1RzffRgpdxfmhlLOXzrI92j8PbL//6Fakw3SEmPKP7Y9m216Aiqveth3qA1x8XBxap6yqAaXQZ0E+6dwfT24l0gACobNbRk0nlWr57taZfIOSye0d4iisNRRQF6Ex0OGOE xRbZL/6yo+LI3soXe166M7gsC6g0HBiDixlMWu70cNj4KnlOltSJuvJ9QNvTmqKIAG6kuWDFKddlQxXssk7V8YYPJQMAIqb6lBK4pM/EdaZ24OawOFbL3Jb8SL5vxniicPMSHNbTM96EH5mveU+Ap4UC4lFPQNT0rDmP5HDsB4ProvHlEKX665Vo9NHelxwJuq45LoPXPAGsokBBVEytFErggnRJ9nloQtXWHR0l7+7N7pqnWO4mjlbrfZV8vVM2MBqDFUnnFF2Q5w+ivwxjok7cX0k636Yx7iUTjO8ZG123sWV22agbTvvoVzLUbk8rfVCfotJdlXxfEzVtEtXmmFicm8PucisMUUIzNDURPdtSWvo/jir+gLasKUhxyqwisHDuyy8EovS+h/K21mURa1V2W0WPgdHl30acr5p7dax+641f8eSADWylR5mmbkKH0686EOcY8ScaVIRna9e+U8x1KEZ6ThvdN4iRmmgGof4xTpBEj/z55EmWJwTbkSrF5lDwsQPqp5VK2ZWqjjz2BZRPHZ2prorV7zNjUDB7H5uHrLm5hKeTiPWr4zeVMWWZgrVJgfC0+dgXpkeGbS0lfxaYnV/3PvN+EGuPs23HU8MslFgpKqVEZYb7njXBOaFKE+2UmzhxmjchI45MVn5yv1OpntYhFch2FGci5GSAqz8UeY9/AdPFybVkx/tVLAfFa+MQYqV81p8pxqF5yc7H80FnkUoUBarsUR6LLSEFuF2VOyvsxWArUxYim68uVhj3l=
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