
Re: ACCC Response (Reference: REF4685813) [SEC=OFFICIAL]

From Soul Legion <legionkillfeed@outlook.com>

Date Tue 2026-01-06 2:48 PM

To Infocentre Public Mailbox <info.centre@accc.gov.au>

 11 attachments (12 MB)

2025-08-20-0905-subject-abn-misrepresentation-false-transparency-ongoing-defamation-evidence-included-correcti-abrodie.pdf; 2025-08-18-abn-threat.pdf; 2025-08-18-0749-request-for-abn-disclosure-thread-tvfgkhiacaueflxaxugzmaprivacy-trustpilot-ticket-00239391.pdf; 2025-08-16-hard-no-abn.pdf; 2025-08-15-incorrcly-dated-abn.pdf; 2025-12-16-your-complaint-to-the-esafety-commissioner-aca-2025-0729927-crm-0190734.pdf; 2025-12-27-trustpilot-encourages-retaliatory-editting-publisher-no-protections.png; 2025-12-27-trustpilot-consumer-flagged-not-hidden.png; 2025-12-22-hooded-saw-still-online.png; 2025-12-16-i-can-trace-each-missing.png; 2025-12-16-busted-trustpilot.png;

Dear Hamish,

Thank you for your reply.

I understand the ACCC is not a dispute-resolution body. My report is about systemic platform conduct that appears to cause wider market harm, including misleading trust signals, impaired competition, and a moderation workflow that enables continued publication and escalation after notice.

1. Trustpilot provided a false written denial about having an ABN

Trustpilot staff stated in writing that Trustpilot “does not currently operate under an Australian Business Number (ABN)” and that services are provided by its Danish parent. That statement was false. Within 2 days, Trustpilot’s Privacy Counsel stated in writing that Trustpilot has an Australian legal entity (Trpilot Pty Limited) and provided an ABN (37 605 147 260) plus a Sydney registered office address.

This is not a minor inconsistency. It is a clear, written denial of an ABN that Trustpilot later contradicted with specific Australian entity and ABN details. That is directly relevant to transparency, accountability, and whether businesses and consumers are being misled about who is operating in Australia and who can be served or held to account here.

2. Trustpilot encourages retaliatory editing after a business reply

Trustpilot sends reviewers an email prompting them to edit their review after reading the business response. In practice, this incentivises escalation rather than resolution, and it enables reviewers to add new allegations after notice.

3. The one-time flagging lockout creates a loophole for edited content

Once a business has flagged a review under a given category, Trustpilot prevents re-flagging under that same category. When the reviewer later edits the review (often after Trustpilot’s own prompt), the business is effectively blocked from using the same report reason again even if the edited content adds new allegations. This creates a predictable enforcement gap: new material can be added post-flag while the business is prevented from reporting it under the appropriate reason.

4. Apparent alteration of flagging history and audit visibility after escalation

After reports were made and escalated, Trustpilot’s displayed flagging history and decision visibility changed in a way that appears to remove or compress prior entries. This undermines record integrity and obstructs verification of what was published, when, and what actions were taken after notice.

5. eSafety refusal to assist despite family-targeted harassment and address exposure
- In parallel, the harassment has included targeting my fiancé and my children, and my address being displayed. The eSafety Commissioner declined to assist. While that is outside the ACCC's complaints function, it is directly relevant to the real-world harm and the lack of practical remedies when a platform's systems enable ongoing escalation after notice.

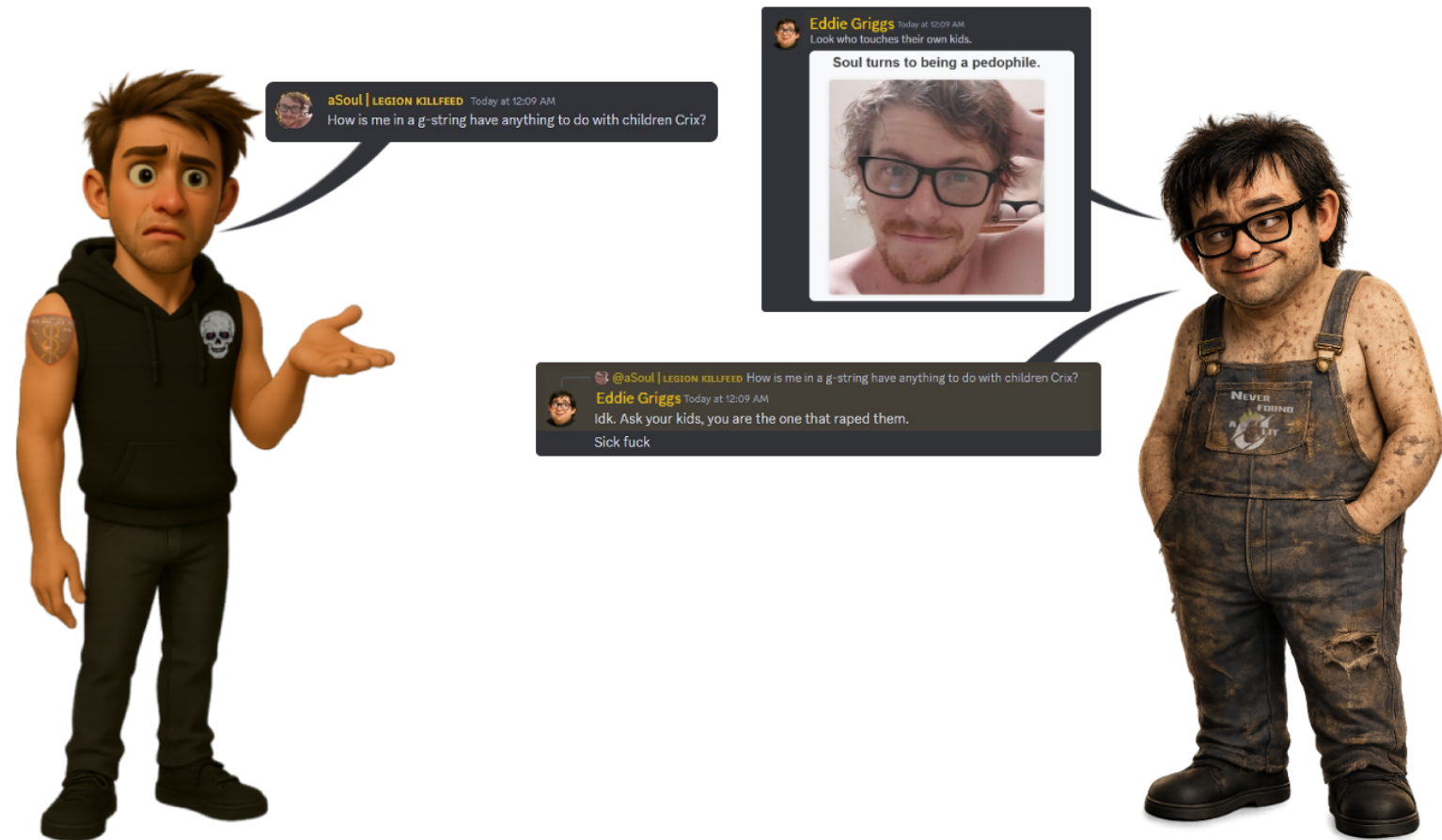
What I am asking the ACCC to do with this information

- Treat this as intelligence about platform-level design and operational issues, not a single dispute.
- Consider whether Trustpilot's systems and representations (including false ABN denial, retaliatory edit prompting, and post-flag enforcement gaps) mislead Australian consumers and distort competition by allowing non-genuine or retaliatory content to remain online after notice.
- Advise whether there is a preferred ACCC pathway for platform-design conduct that affects trust signals, audit transparency, and the ability to address false content after notice.

If required, I can provide a short chronology and a compact evidence bundle showing the ABN denial and contradiction, the edit prompt workflow, the one-time flagging lockout, and the post-escalation changes to the flagging history display, otherwise, there's 1794 files (and counting) on <https://they-wish-i.died.space/> that shows Reddit, Discord, Meta & Trustpilot all refuse to follow defamation law, all four retaliated instead.

- Meta/Facebook locked me out of the report function.
- Discord repetitively added "strikes" with no explanations, once was for telling a harasser I am perusing legal action after his 5th account ban-evading to contact me.
 - Discord also IP banned one of the harassers in 2022 for how persistent they were being, that was scrubbed from my account but I exported my data before it was fully deleted and it shows they used my screenshots back then, now I can't even reach a human (and discord is one kids are allowed on)
 - I don't understand the under 16 ban from social media when a platform that allows people to tell me to kill myself is exempt from the under 16 ban, discord should not allow under 16.
- Reddit accused me of acting in bad faith while they ignored every other attempt to use their system to report it.
- Trustpilot keeps removing my ability to flag clear defamatory content and seemingly blocked my email address because they refuse to respond.

Regards,
Anthony Brodie
Owner, Legion Killfeed



From: Infocentre Public Mailbox <info.centre@accc.gov.au>
Sent: Tuesday, 6 January 2026 10:08 AM
To: REF4685813 Anthony Brodie <legionkillfeed@outlook.com>
Subject: ACCC Response (Reference: REF4685813) [SEC=OFFICIAL]

Dear Anthony

Thank you for writing to us about Trustpilot. We appreciate you reporting your matter to us. When we take action, it's to remedy market problems that cause widespread consumer or business detriment. We also act if these problems harm the competitive process. The information you have provided is helpful to that work. The ACCC isn't a complaint handling body so we can't resolve disputes, but we can provide you with information about your rights.

Your next steps

If writing to the business doesn't resolve your dispute, the [New South Wales Small Business Commissioner](#) can help you to find a low cost dispute resolution service. For more information about assistance from the Small Business Commissioner and your options to resolve your business dispute, call 1300 795 534.

Alternatively, you may consider seeking legal advice.

Your rights: accurate information

The Australian Consumer Law provides consumers with the right to truthful and accurate representations when buying a product or service. This means that businesses must not mislead you with statements that are incorrect or likely to give you the wrong impression. This rule applies to information that a business provides you in any medium, including when talking to a sales representative, on packaging, in online shopping forums or social media.

If a business misleads you, and you experience loss, you might be entitled to a remedy.

You can [read more about false or misleading claims](#) on our website. Our [advertising and selling guide](#) is also a handy resource for businesses to ensure their advertising complies with the law.

Your report: what the ACCC does with this information

The ACCC uses reports from the public, as well as other sources of intelligence, to inform our enforcement work. You can [read more about how we prioritise our work](#) on our website.

Please note, the ACCC generally does not comment on our work or what we do with the information we receive from reports. We will only contact you again if we require further information.

To keep up-to-date on public announcements from the ACCC, you can [subscribe to our email alerts](#).

We understand that business disputes can have a big impact in financial and non-financial terms. While we can't assist you further, we hope that the information we have provided today is helpful.

Yours sincerely

Hamish

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