

Re: Update on your request #00780964 [thread::l_bDxCtefUCaQFfSK2Q_0GA::]

From Soul Legion <legionkillfeed@outlook.com>

Date Tue 2026-01-06 3:30 PM

To Trust Support <trust.operations@trustpilot.com>

Hi Mary,

Review details (as requested)

- Review ID: Hooded_saw
- Reviewer username: Hooded_saw
- Date posted: 2025-11-29
- Business profile: Legion Killfeed

Your "next step is to flag the review" instruction does not reflect how your system actually works in practice, and this is the core problem I'm raising.

1. Your process is not "solely based on the flagging reason selected" when you block further flags after edits

You state reviews are assessed solely based on the selected flagging reason and guidelines, and that the correct next step is to flag from the claimed business account.

However, once a business has flagged a review under a given reason, Trustpilot restricts additional flags on the same review. When the reviewer later edits the review, the business remains blocked from flagging again under the same relevant reason, even though the content is no longer the same.

So "flag it under the most relevant reason" is not a remedy if:

- the reviewer can add new allegations later, and
 - Trustpilot prevents the business from re-flagging under the same reason for the new content.
2. Trustpilot does not need to "edit" content for this to be a platform design defect
I'm not alleging Trustpilot edits review content. I am describing a predictable workflow where:
 - Trustpilot notifies reviewers and encourages them to edit after a business reply, and
 - Trustpilot then limits the business's ability to report the edited content.

That combination creates a loophole for retaliatory edits and is inconsistent with how Trustpilot markets transparency and platform integrity.

3. Flagging history and "transparency" cannot be credible if the record is a mutable summary view

Your own teams have stated that the flagging and investigation history shown in the interface is a summary view and may change as cases are merged, closed, or resolved, and that you do not provide audit trails.

You cannot market flagging history to the public as transparency while the business-facing history can change after the fact and there is no stable audit record available to the affected party.

What I need from you in this case

- A) Confirm whether this specific review has been edited since it was originally posted, and if so provide the edit dates (not the content, just the timestamps of edits).
- B) Confirm whether Trustpilot will treat edited content that adds new allegations as new content for reporting purposes, including allowing the business to re-flag under the same reason where the content has materially changed.
- C) Confirm whether you will disable further edits to this review while it is under notice/dispute, or provide an official channel to submit the changed text for assessment without being blocked by prior flags.
- D) Confirm that your team will preserve the full moderation and decision history for this case.

For avoidance of doubt: I have already flagged this review and appealed it. The problem is that Trustpilot's system restricts re-flagging after the reviewer is invited to edit, which is exactly how new material can remain online after notice.

Regards,
Anthony Brodie

P.S. If you look at the evidence, like truly look at it, read it, you can see, I wasn't even 'rude' towards "Hooded_Saw" who claims on your platform that they are a customer but their only contact was outside of the business and they were never a customer. You can't allow them to claim to be a paying customer when I have repetitively shown they were not.

And does it strike you foolish criminals as odd that while fighting this review, I was hit by more 1 star reviews, twice was by a direct competitor with a history of using multiple dedicated VPS (he has admitted to having 6 different ones). Like come on, it's not rocket science. (I am referring here to the two Kamy reviews you silently removed then lied and said he deleted)

• public-chat



lihou2451

Sat 29 Nov 2025 5:21 AM

I have put a ticket in, and i do not want to appear a nuisance, but im just getting my server going and i have lost the kill feed and hit feed again, when i need it most. i appreciate that im low on the pecking order but i just need a little help as im not experianced in these matters, unlike yourselves . regards @lihou2451 Z company



Soul

LGION

Sat 29 Nov 2025 5:22 AM

You have not responded in the ticket at all.

Don't act like you're mistreated because you're lazy.



lihou2451

Sat 29 Nov 2025 5:29 AM

im sat here stunned by your response, im asking for some help and im called lazy. i dont get it?



Soul

LGION

Sat 29 Nov 2025 5:31 AM

Bro you have a ticket, you don't respond in your ticket, you come in here to cry about it, but you still don't use your ticket and I'm the problem?

Last message sent for the 1 server you have setup was 6 days ago so go use the ticket, give details on the issue, not vague comments and if it's not the 1 server that is set up, try setting up the other two servers?

Every couple of days since the 6th you've opened discord up, sent "nothing working" and shit like that then not responded to anything said to you afterwards every single time.



Soul

LGION

Sat 29 Nov 2025 5:43 AM

Saturday 29 November 2025 5:33 AM

Processing...

2 Company Server is online.

Ready with Characters

• Hit: 0 unknown

• PVE: 0 unknown

• Build: 0 unknown

• Connects: 0 unknown

• Attacks: 0 unknown

• Leaderboard: 0 unknown

• Status: 0 unknown

• Best Logs: 0 unknown

Players Online

1/20

Secret Runtime Ends in 7 days

December 2, 2025 5:48 AM

Secret's status messages, 100

• Hit: 0

• Connects: 0

• Attacks: 0

• Best since 0 days ago

Soul

LGION

Sat 29 Nov 2025 5:47 AM

So seeing as the information available to us is that it is working, can you coherently explain what you mean?

Soul

LGION

Sat 29 Nov 2025 5:49 AM

Have you had a kill at all for it to post?

Do you have logs where you can show that?

• Last Successful Log

• 10:22:53 1 #####

• Last Ping Sent at 0 days ago

Can you see these messages?



lihou2451

Sat 29 Nov 2025 5:56 AM

sorry i do not know where you think im crying about things, i just wanted some assistance, when i needed it. i thought the information i gave was sufficient, im certainly not trying to make this personal,or attribute blame or complain , i just wanted some assitance, obviously i have offended you in some way which was not my intension



Soul

LGION

Sat 29 Nov 2025 6:02 AM

Can't you just use the ticket for it's purpose and respond? I'ma go have a nap, lemme know when you can coherently reply in the tick bud [lihou2451-ticket](#)



lihou2451

Sat 29 Nov 2025 6:05 AM

lihou2451 — 18:56

sorry i do not know where you think im crying about things, i just wanted some assistance, when i needed it. i thought the information i gave was sufficient, im certainly not trying to make this personal,or attribute blame or complain , i just wanted some assitance, obviously i have offended you in some way which was not my intension



Soul

LGION

Sat 29 Nov 2025 6:05 AM

Cool, you can copy and paste your message, good shit, keep ignoring me, totally works.

Stop wasting my time mate. It's 6am.

6:05 AM

Sat 29 Nov 2025

Why are you still typing in here jesus fucking christ



lihou2451

Sat 29 Nov 2025 6:08 AM

im not ignoring you



Soul

LGION

Sat 29 Nov 2025 6:08 AM

I'm gonna mute you for an hour and go back to sleep.

lihou2451

Sat 29 Nov 2025 6:08 AM

i think we are done mate

Soul

LGION

Sat 29 Nov 2025 6:09 AM

Don't let the door hit you on the way out.

You have not responded in the ticket to the questions asked, then pointed out, then asked to respond to before I had to mute you.

.Legion's Discord Manager

APP

Sat 29 Nov 2025 1:09 AM

Legion Killfeed: No room for doubt

GIF

Welcome to Legion Support

Please describe the issue in detail.

Support will respond when available.

For anything involving gamertags or discord ids:

- Copy and Paste
- You can get discord IDs with `/admin getid`

Include screenshots where available as well

Don't send a screenshot with no context.

Check out our Wikis:

:flag_en: [Bot's Wiki](#)

 [Wiki del bot](#)

 [Wiki de Bot](#)

 [Bot's Wiki](#)

 [Wiki del bot](#)

 [وبكى البوت](#)

 [Вики Бота](#)

DO NOT PING THE STAFF



Powered by Legion Killfeed

Close Ticket

We post what Nitrado shows. Blame them for bugs – Legion Killfeed

Technical Support

Technical Support Request Received

To help us assist you faster, please provide:

- Detailed description of the issue
- Screenshots or error messages
- Your server ID (if applicable)
- Steps you've already tried

Staff will review your issue and respond as soon as possible.

Technical Support Auto-Response

Legion Killfeed runs even when Nitrado forgets to

Server Owner Information Needed

Please **@ your server owner** so staff can identify which server this relates to.

This helps staff run the correct debugging commands tied to your Discord IDs.

The owner doesn't need to be active in the ticket unless we need to bring them in.

Powered by Legion Killfeed

Legion Killfeed: Your server's backbone

Ticket Details

Opened by: [@lihou2451](#)

User: lihou2451 (1123659056721178655)

Issue Type: Technical Support

Details: kill feed and hit feed not working on Z company

Soul used [#support settings](#)

.Legion Killfeed

APP

Sat 29 Nov 2025 5:28 AM

Processing..

Z Company Server is online.

Feeds with Channels:

- Killfeed: [# unknown](#)
- Hit: [# unknown](#)
- PVE: [# unknown](#)
- Build: [# unknown](#)
- Connects: [# unknown](#)
- Glitch: [# unknown](#)
- Leaderboard: [# unknown](#)
- Status: [# unknown](#)
- Bot Logs: [# unknown](#)

Players Online

1/50

Server Runtime Ends: in 2 days

Server status: 100% up
December 7, 2025 5:58 AM

Server's uptime messages: 102

PVE: 1

CONNECTS: 48

BUILDS: 53

Sent since 6 days ago

Command Invoker: legion.dev (ID: 70689693955225650)



Soul 🧠 LGION 🏆 Sat 29 Nov 2025 5:37 AM
So seeing as the information available to us is that it is working, can you coherently explain what you mean?

Soul 🧠 LGION 🏆 Sat 29 Nov 2025 5:39 AM
Have you had a kill at all for it to post?
Do you have logs where you can show this?

Last Processed Line:

18:22:53 | #####

Last Msg Sent at 6 days ago

Saturday 29 November 2025 5:33 AM

Can you see these messages?

Soul 🧠 LGION 🏆 Sat 29 Nov 2025 10:41 AM
So in that time @lihou2451, you couldn't find this ticket and had to get @Hooded to DM to threaten to take their business elsewhere

when all you had to do was answer.
Age is no excuse for blatant stupidity.

Soul 🧠 LGION 🏆 Sat 29 Nov 2025 5:39 PM
?ban @Hooded

Carl-bot 🏆 APP Sat 29 Nov 2025 5:39 PM
Banned hooded.saw

Soul 🧠 LGION 🏆 Sat 29 Nov 2025 5:39 PM
@lihou2451 that's two of your members who have abused me over your own goddamn stupidity.
I'm cancelling your subscription @lihou2451, unless you can appropriately respond within the next 24hrs with an apology for your stupid ass staff coming at me over your laziness.

Hooded

hooded.saw

This is the beginning of your direct message history with Hooded.

No servers in common

Add Friend

Block

Report Spam

November 29, 2025

1 ignored message — Hide



Hooded

Sat 29 Nov 2025 7:27 AM

Good morning Soul,
I hope this message finds you well.
My name is Frank, writing from the Netherlands. I currently hold the admin position at Z Company. I understand you must be very busy operating such a large site, but I hope I can trouble you for a moment to clear the air.
You were recently in contact with my colleague, Lihou, and I'd like to provide a bit of background. Lihou is a 70-year-old British combat veteran who greatly enjoys playing DayZ it's his hobby. We're not experts in coding, but we are learning each day. At the moment, we are growing an active community and we rely on your support to maintain that growth.
After reading through the communication you had with my colleague today, I can see that things may have gotten off on the wrong foot. It seems we overlooked your request for clear information, and I fully understand that you can't perform your role properly without the necessary details.
With that said, I kindly ask that we continue the good service and cooperation we've enjoyed over the past months. To keep it brief: please let me know exactly what you require from us to get the feedback system back up and running.
If we are unable to work together on this, we may unfortunately have no choice but to consider moving our server funds to one of your competitors.
There will be no further commication regarding the points mentioned above from my end. The ball is in your court.
Kind regards,
Frank
Z Company

November 30, 2025



Soul

LEGION

Sun 30 Nov 2025 12:23 AM

I can't provide support to imbeciles who blatantly refuse to accept the help, using the internal ticket system and decided to throw a tantrum and have a scene.
This is the 5th time I've had this clown carry on and ignore tickets.

3 ignored messages — Hide



Hooded

Sun 30 Nov 2025 2:36 AM

You are one sorry ass excuse
I'm laughing
Now block me

+

Message @Hooded



From: Trust Support <trust.operations@trustpilot.com>
Sent: Tuesday, 6 January 2026 12:05 AM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: Update on your request #00780964 [thread::I_bDxCTefUCaQffSK2Q_OGA::]

Hello,
Thank you for reaching out and for sharing your concerns.
We'd like to clarify that reviews on Trustpilot are assessed solely based on the **flagging reason selected** and our published review guidelines. Trustpilot does not edit review content on behalf of reviewers or businesses, and any changes made to a review can only be performed by the reviewer themselves, in line with our policies.
If you believe a review breaches our guidelines (for example, if it is not based on a genuine experience or contains misleading or harmful content), the correct next step is to **flag the review from your claimed business account** under the most relevant reason. This ensures the review is reviewed independently by the appropriate team.

To allow us to look into your concerns more closely, please provide the following details for the review in question:

- The **review ID**
- The **reviewer's username**
- The **date the review was posted**

Once we have this information, we'll be able to locate the review and assess the matter in line with our guidelines.
Thank you for your cooperation. We look forward to assisting you further.
Kind regards,
Mary

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