
Re: [thread::8sTQcOPIdAigXMUToxZlyGA::]

From Soul Legion <legionkillfeed@outlook.com>

Date Tue 2026-01-06 8:24 PM

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

Hi,

Re: Case 00843340 (reviewer "Hooded_saw").

Your position that you will only apply Trustpilot guidelines and will not engage with Australian law is noted, but it does not change Trustpilot's responsibility for publication decisions made to an Australian audience. Continuing to publish contested factual allegations after repeated notice is not "neutral moderation". It is an active choice to keep the material online.

You have also asserted you will not provide legal entity details or an authorised local contact "through moderation", while simultaneously marketing "transparency" and directing businesses to use the reporting system you control. That combination is unacceptable.

1. Australian entity and point of contact (required)

Trustpilot cannot refuse to identify the legal entity responsible for publication affecting Australia, nor can it hide behind "Terms of Use" while operating here and impacting Australian businesses and consumers.

Provide, in writing, within 7 days:

A) The exact legal entity responsible for publishing Trustpilot reviews to Australians (entity name).

B) ABN and ACN (or ARBN if you claim you are operating as a foreign company).

C) Registered office address in Australia.

D) The correct email and postal address for service of concerns notices, court documents, and regulator correspondence.

E) The name/title of the person or role that is authorised to receive service on behalf of the Australian entity.

I have already sent multiple emails to Trustpilot Legal without response. If you are going to claim "appropriate legal channels", then identify them clearly and confirm the correct service details. "Corporate disclosures" is not a usable answer when your legal team does not respond.

2. "Transparent Flagging" misrepresentation

Trustpilot publicly markets "Transparent Flagging" as a trust and transparency feature (flagging activity, "invalid cases", and flagged-review star distribution), and you separately advertise "zero tolerance" toward fake reviews.

In this same case, you have admitted:

- the flagging and investigation history shown to businesses is only a “summary view” and “may change” as cases are merged/closed/resolved, and
- you will not provide any stable audit trail, moderation logs, or underlying record.

You cannot market this to the public as “transparency” while the history can change and the affected business cannot obtain a stable record. That is not transparency. It is a curated summary with no auditability.

Confirm, in writing:

F) Whether the public “Transparent Flagging” metrics are derived from an immutable record, and what happens to the underlying record when cases are merged/closed/resolved.

G) Whether you will stop altering or compressing the business-visible flagging history in any way that removes prior outcomes or changes the apparent sequence of moderation actions.

3. Retaliatory editing and reporting lockouts (design defect)

Your process encourages escalation while restricting reporting:

- Trustpilot prompts reviewers to edit after a business reply.
- Trustpilot restricts additional flags on the same review.
- You then keep publication online while describing disputes as “factual disagreements”.

If Trustpilot continues to allow edits after notice, then Trustpilot must also provide a functional way to report new allegations added after the original flag.

Confirm, in writing:

H) Whether any edit that adds new allegations will be treated as new content for reporting purposes (including permitting re-flagging under the same reason where the content has materially changed).

I) Whether you will freeze edits to the “Hooded_saw” review while it remains disputed and under notice. If not, specify the official mechanism to submit the edited delta for assessment without being blocked by prior flags.

4. Formal notice

This email is notice that Trustpilot has been informed of false factual assertions and the harm caused by continued publication. If Trustpilot refuses to identify its Australian entity and service contact, and refuses to correct the transparency and reporting defects described above, I will treat that refusal as part of the misconduct and escalate accordingly.

Regards,
Anthony Brodie

To be absolutely candid and clear about this:

If you do not remove the criminal content you're actively hosting against my business before your reply again, I'll just completely remove any mentions of my business' name from your criminal ass website, then I'll change my domain to a new url entirely something even less identifiable so I can avoid you scum fucks and protect my business from a criminal enterprise (you) from being able to publish defamatory slanderous lies posted heavily by a competitor who you seem to be protecting, then I will bite the bullet and do the one thing I didn't want to do, I'll get a loan off my brother, he works in the mines, he has the money to hire the kind of lawyers who will bend every single one of you cunts over AND FUCK YOU IN THE ARSE, so instead of me trying to get this taken on contingency and I'll hire a lawyer who will fuck you so hard, you will be begging for lube on the court room floor. I will take every single one of you cum guzzling criminal pieces of shit who refused to abide by the law to court and fucking defile every single motherfucking one of you retarded ass criminal scum fucks who are secondary publishers under Australian Defamation Law. I will decimate every single fucking one of you cowardly cunt fucks.

From: Trust Support <trust.operations@trustpilot.com>

Sent: Tuesday, 6 January 2026 6:06 PM

To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>

Subject: [thread::8sTQcOPIdAigXMUToxZlYGA::]

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,