

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #00780964 [thread::!_bDxCtefUCaQFfSK2Q_0GA::]
Date: Mon, 12 Jan 2026 16:50:43 +0000

Hi Anthony,

Thank you for providing the review details and for explaining your concerns so clearly.

To move this forward, the most appropriate next step is for the review to be assessed under **defamatory**. Reviews that contain serious allegations can be investigated by our Content Integrity team when they're flagged under the relevant reason.

If you're able to flag the review again from your Business account under "**defamatory statement**", our team can look into the matter more closely based on the current content of the review.

If the system is preventing you from flagging it again and you'd like us to submit the flag **on your behalf**, please reply to this email with:

- The **specific statements** in the review you believe are defamatory.

Once we have the problematic statements, we can ensure the review is passed to the appropriate team for assessment in line with our policies.

We appreciate you taking the time to share detailed feedback, and we'll be happy to help progress this case once we have the above information.

Kind regards,

Mary



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----- Original Message -----

From: Soul Legion [Brodies@REDACTED.email]
Sent: 06/01/2026 04:30
To: trust.operations@trustpilot.com
Subject: Re: Update on your request #00780964 [thread::!_bDxCtefUCaQFfSK2Q_0GA::]

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)



From: Trust Support <trust.operations@trustpilot.com>
Sent: Tuesday, 6 January 2026 12:05 AM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Update on your request #00780964 [thread::l_bDxCTefUCaQffSK2Q_0GA::]

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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Email Headers (Raw)

[illegible]

X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	DU2PEPF00028D09:EE_]SE2P216MB1507:EE_]PU4P216MB1568:EE_
X-MS-Exchange-Organization-AuthSource	DU2PEPF00028D09.eurprd03.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	1/12/2026 1:40:28 PM
X-MS-Office365-Filtering-Correlation-Id	3816add5-4821-42cb-b903-08de51faba0c
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.49.176.9
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 6092099016 9800799015 9400799043 10300799038 58200799021 47200799024 35120799006 36140799009 28070799003 1680799066 9000799056 4302099013 440099028 3412199025 30041999003 26104999006 22062799003 1122599022 1380799030 1360799030 1370799030 1602099012 56899033;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	12 Jan 2026 16:50:43.6640 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	3816add5-4821-42cb-b903-08de51faba0c
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant-AuthSource	DU2PEPF00028D09.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	SE2P216MB1507
X-MS-Exchange-Transport-EndToEndLatency	00:00:08.8461020
X-MS-Exchange-Processed-By-BccFoldering	15.20.9499.005
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)(944500132)(4810010)(4910033)(9930004)(9545005)(10172021)(9320005)(120001);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wO0QMtIHRD0xO1NDTD0tMQ==
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