

Re: Update on your request #00780964 [thread::l_bDxCtefUCaQfFSK2Q_0GA::]

From Soul Legion <legionkillfeed@outlook.com>
Date Wed 2026-01-14 12:10 PM
To Trust Support <trust.operations@trustpilot.com>

Hi Mary,

I'm putting this in writing plainly and formally.

Trustpilot has been on notice since **29 November 2025** that the "Hooded_saw" review contains contested factual allegations and is being used as retaliation after I refused to provide support and access changes to an **unverified third party** who is not the subscriber. The review continues to be published and has been materially edited after notice.

I will be pursuing legal action in relation to all defamatory publications and republications Trustpilot has hosted after notice, including the repeated decision to keep this review online while restricting the tools required to report new allegations added by edits.

1) Your system blocks re-flagging after edits

Your team's instruction to "flag it again under the correct reason" is not actionable because the Business UI prevents a second flag on the same review after a report is closed. This is exactly the loophole that allows a reviewer to add fresh factual allegations after notice while the business is locked out from re-reporting.

Accordingly, you must submit the flag internally on my behalf and confirm in writing that the **current version** of the review will be assessed by Content Integrity.

2) The review is not a genuine first-person customer experience

The reviewer is **not** the subscriber. The actual subscriber is apparently a 70+ year old. They have not confirmed the reviewer is authorised to act for them. Allowing a third party to pressure access to a paid service without verified authority is a security risk.

This context matters because the review's key claims are framed as first-person "customer" facts, including:

- "I was a paying customer..."
- "I did make a ticket but got no response..."
- Allegations of specific misconduct (a separate channel created to insult them; selective screenshots "to showoff").

Those are not protected "opinions". They are specific factual assertions presented as true.

3) Trustpilot must answer, clearly, whether it has an ABN (and who is responsible in Australia)

Separate to moderation, Trustpilot has still not provided a clear, consistent answer about its Australian operating status. I have received contradictory statements where Trustpilot has both outright denied having an ABN, I retain a record where staff outright stated that Trustpilot does not have an ABN and then received emails stating you do. Stop dodging this. Please respond in writing with the following, in one clear answer:

- A) The **exact legal entity** responsible for publishing Trustpilot reviews to users in Australia (full legal name).
- B) Whether that entity has an **ABN**. If yes, provide the ABN. If no, state clearly "Trustpilot does not have an ABN" and identify the **foreign entity** responsible.
- C) The **ACN** (or **ARBN** if operating as a foreign company).
- D) The correct **address and email for service** of concerns notices and court documents relevant to Australia.
- E) The name/title (or department) authorised to accept service on behalf of the responsible entity.

4) What I am requiring now

1. Confirm you have **submitted the flag internally** (because the UI prevents re-flagging) and that the **current review text** is being assessed.
2. Confirm whether Trustpilot will **freeze edits** to this review while it is disputed, or provide an official mechanism for submitting and assessing the "edited delta" without the business being blocked.
3. Confirm Trustpilot will **preserve all records** for this matter (publication history, removals, reinstatements, edits, internal notes, and moderation outcomes).

If Trustpilot continues publication while refusing to provide a workable reporting path for edited allegations, and while refusing to clearly identify its Australian responsible entity and ABN position, that refusal will be treated as another count of the misconduct Trustpilot has displayed and will be relied upon in upcoming legal escalation and further regulatory escalation.

Kind regards,
Anthony Brodie

From: Trust Support <trust.operations@trustpilot.com>
Sent: Tuesday, 13 January 2026 3:50 AM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: Update on your request #00780964 [thread::l_bDxCtefUCaQfFSK2Q_0GA::]

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

