

Re: Update on your request #01067484 [thread::iZ1lb47EcbGvLay4VbeK62A::]

From Soul Legion <legionkillfeed@outlook.com>

Date Mon 2026-02-09 11:38 AM

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

Cc Infocentre Public Mailbox <info.centre@accg.gov.au>; Trustpilot Legal <legal@trustpilot.com>

Hello Trustpilot Trust Support,

I am following up on your recent responses across three threads:

- "Update on your request #01067484" (thread iZ1lb47EcbGvLay4VbeK62A)
- "Update on your request #01067477" (thread 5DLAPBxkcUW2vB5ws_P7RmA)
- Thread qXG5YZjgdQqQsge1g6vcmWA (status update covering Kamy/Kyle/Consumer)

At present, the record is internally inconsistent and the discussion continues to be diverted away from the active "Consumer / Hooded_saw" review that remains published.

Please address the following in writing:

1. Correct the written record about the "Kamy" review(s)
Your emails state both that:
 - the "Kamy" review was filtered on 08/12/2025 for "Not based on a genuine experience", and
 - the reviewer "deleted the most recent review and the response", and
 - prior messaging from Trustpilot previously asserted the reviewer "deleted their review" and you therefore could not assess the case.

These are not interchangeable outcomes. Confirm explicitly:

- a) Which "Kamy" review was filtered/removed by Trustpilot, and on what date/time.
- b) Which "Kamy" review (if any) was self-deleted by the reviewer, and on what date/time.
- c) Whether any earlier statement that "the reviewer deleted their review" was inaccurate, and if so, confirm that in plain terms.

2. Provide the audit trail for BOTH "Kamy left a new review" events
For each of the two review URLs below, provide the complete status history and timestamps (created, published, reported/flagged, assessed, filtered/removed, reinstated if applicable, removed again if applicable), and the reason code used at each step:

<https://www.trustpilot.com/reviews/693293c61f9c706744aaafe2>

<https://www.trustpilot.com/reviews/69388b660c0cfa1c08c29029>

If you claim you "can only provide information available in your system", then this audit trail is exactly the information your system necessarily holds.

3. Stop bundling unrelated reviews together, and address the active "Consumer / Hooded_saw" review properly
Two of your emails say the "Consumer" review has been assessed under multiple reasons and does not violate guidelines, and that it was "restored online".

Provide, in a single consolidated response:

- a) The case number(s) or ticket reference(s) for the Consumer / Hooded_saw review.
- b) A list of every flagging reason assessed, the date/time of each assessment, and the decision for each.
- c) The specific guideline basis you rely on to keep the review published (not a generic statement, the actual rationale tied to the content and the reasons assessed).
- d) The formal appeal pathway for THIS review, including a direct appeal link or written instructions that do not rely on the in-product flagging pathway (because your product flow is currently blocking further flagging on my side).

For avoidance of doubt, the active review I am seeking action on is:

Reviewer name: Consumer 1

Reference number: Hooded_saw

Email: 2znkkydr98@privaterelay.appleid.com

Review updated: Dec 5, 2025

4. Provide a usable remedy when your product blocks access to the remedy you keep pointing to
Your team keeps directing me to "Appeal our decision / Challenge our decision", yet the internal flagging path is not usable from my business inbox in the way you describe (and I have repeatedly raised this issue).

If Trustpilot intends to rely on an internal appeal process, you must provide a functional, accessible method to lodge that appeal. If the in-product flow is blocked, accept the appeal in writing by email and provide confirmation that it has been opened.

5. Preservation notice
Given the contradictions across your own written statements, this is formal notice to preserve all records relating to:
 - the publication history and moderation actions for the above two "Kamy" review URLs, and

- the Consumer / Hooded_saw review, including all reports/flags, assessments, internal notes, account identifiers, timestamps, and any technical metadata used in making or validating moderation decisions.

Please respond in writing addressing each numbered item above. If you refuse to provide the audit trail or case details, state that refusal explicitly and identify the policy basis for the refusal.

Regards,
Anthony "Soul" Brodie
Legion Killfeed – Owner

P.S. Under Australian defamation law, liability can arise from publication and continuing publication, including where a platform is put on notice and keeps defamatory matter available. Trustpilot has been on notice since the first appearance of the Consumer / Hooded_saw review, and each day it remains accessible is ongoing publication and ongoing harm. I have already escalated this matter to the Australian eSafety Commissioner and the ACCC, and I reserve all rights.

From: Trust Support <trust.operations@trustpilot.com>
Sent: Sunday, 8 February 2026 10:51 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: Update on your request #01067484 [thread::iZ1lb47EcbGvLay4VbeK62A::]

Hello Anthony,

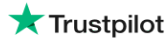
Thank you for your response.

Let me clarify, We can only provide the information that are available in Our system. As per our record, The reviewer has indeed deleted the most recent review and the response that you received related to the case thead where the review was assessed.

The information share from my side relates the review which was published on **05/12/2025**. As previously mentioned, this particular review was filtered for the flagged reason 'Not based on genuine experience'.

We hope this resolved the confusion. If you have any concerns, feel free to reach out to us.

Regards,
Rakesh



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

From: Soul Legion [legionkillfeed@outlook.com]
Sent: 05/02/2026 07:32
To: trust.operations@trustpilot.com
Subject: Re: Update on your request #01067484 [thread::iZ1lb47EcbGvLay4VbeK62A::]

Hello Rakesh,

Your email confirms the review by "Kamy" was filtered on 08/12/2025 after being flagged as "Not based on a genuine experience".

So you're BUSTED!!!!
YOU DID LIE ABOUT THE COMPETITOR SELF-DELETING THE REVIEW?!

Do not reply

To: You

Hi,

Thank you for getting back to us.

We kindly request that all communication be maintained in a decent and professional manner. As the reviewer has deleted their review, we are unable to assess the case further. Accordingly, we consider this matter to be resolved and the case is now closed.

Thankyou for your understanding.

Kind regards,

Reshma



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----- Original Message -----
From: Soul Legion [legionkillfeed@outlook.com]
Sent: 13/12/2025 21:57
To: trust.operations@trustpilot.com
Subject: Re: Update on the review you flagged - Case #00749991

Criminal|||||||ssssssssssssssssssss
From: Trust Support <trust.operations@trustpilot.com>
Sent: Friday, 12 December 2025 8:06 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: Update on the review you flagged - Case #00749991

Hi killfeed.co,

We're following up about the [review](#) by Kamy, which you flagged as not based on a genuine experience.

Our decision

We've carefully assessed the review based on your selected flagging reason. We've found that the review follows our guidelines, so it will remain online.

How we assess flagged reviews

When reviews are flagged for not being based on a genuine experience, we run them through [a series of checks](#) and analyze various factors, such as:

- The reviewer's activity on Trustpilot (e.g., number of previous reviews and past engagement with businesses)
- If the content of the review follows our guidelines for reviewers
- Patterns of unusual behaviour detected by our automated technology

In this case, we weren't able to detect any suspicious patterns or content, so the review stays online.

What counts as a genuine experience

A genuine experience doesn't always mean a purchase. It could also include an interaction, like:

- Browsing your website
- An online chat with your business

Reviewers don't need to use their real names when submitting their review, so you might not always recognize them from the reviewer name alone. This is why we recommend using our "request information" tool or replying to the review so you can share your perspective.

Share your side of the story

If you haven't already, we recommend [replying to the review](#). Your reply appears alongside the review and gives potential customers a complete picture from both your side and the reviewer's—which can help build trust and credibility.

Want us to take another look?

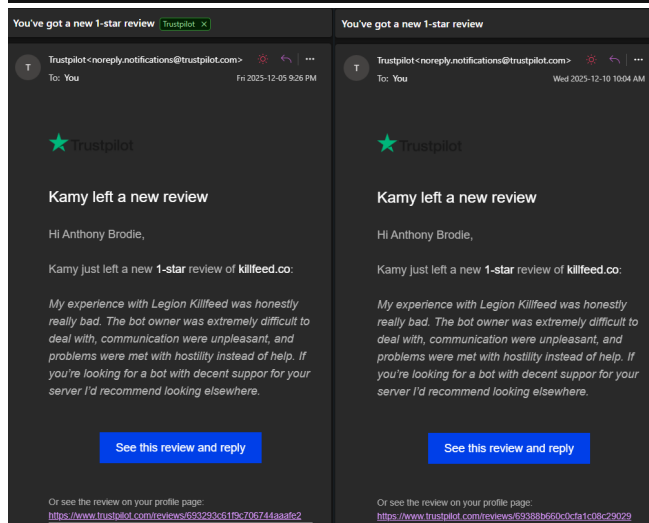
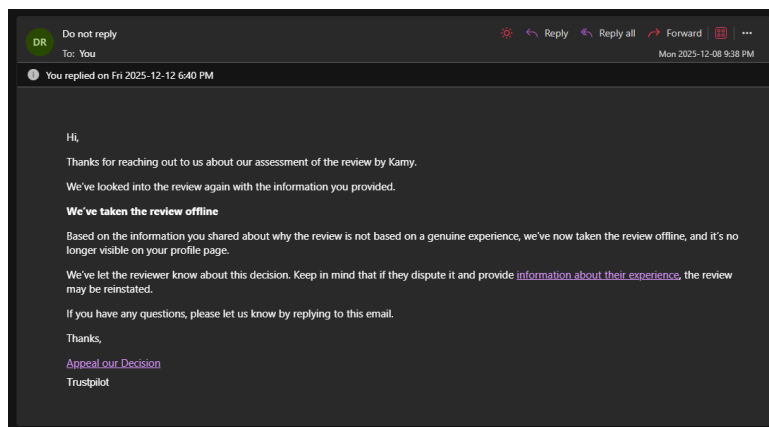
If you believe we've made a mistake, please reply to this email with any additional context, and our team will reassess the case.

Thanks,

Trustpilot

Please note that depending on the situation, we may use automated detection technology, a team of experts, or a combination of both to assess content on the Trustpilot platform.

ALSO, THIS WAS THE SECOND APPEARANCE OF THE KAMY REVIEW YOU REMOVED AFTER YOU CONFIRMED HE WAS A COMPETITOR.



BUT WHY ARE YOU CRIMINALS EMAILING ME (a confession to a crime), WHEN I KEEP REPEATING TO YOU, THAT THE "Consumer/Hooded_Saw" REVIEW IS THE ONE I AM CURRENTLY TRYING TO HAVE YOU CRIMINALS REMOVE FROM YOUR UNLAWFUL HOSTING OF DEFACTION THAT YOU HAVE BEEN ON NOTICE OF FOR OVER 2 MONTHS?

You directly contradict the earlier written response from your team stating the reviewer "deleted their review" and that Trustpilot therefore could not assess the case and closed it.

Please do the following:

1. Correct the record in writing

- Confirm whether Trustpilot filtered/removed the review (as you state), or whether the reviewer self-deleted (as previously stated).
- If the earlier "reviewer deleted" statement was inaccurate, confirm that explicitly.

2. Provide the audit trail for the "Kamy" review(s)

For each of the two "Kamy left a new review" notifications I received, please confirm the full status history (created, removed/filtered, reinstated, removed again), including dates/times and the reason used each time:

- <https://www.trustpilot.com/reviews/693293c61f9c706744aafe2>
- <https://www.trustpilot.com/reviews/69388b660c0cfa1c08c29029>

3. Stop diverting the thread to the wrong review

My current ongoing defamation issue is not the "Kamy" competitor review. It is the active 1-star review shown in my business inbox as:

- Reviewer name: Consumer 1
- Reference number: Hooded_saw
- Email: 2znkkydr98@privaterelay.appleid.com
- Review updated: Dec 5, 2025

That is the review I have been seeking removal of for over two months, and it remains published.

4. Action required for the "Consumer / Hooded_saw" review

Please confirm, in writing:

- The case number you have opened for the "Consumer / Hooded_saw" review.
- That it is being assessed under your defamation process.
- The outcome of that assessment (remove, restrict, or retain) and the specific guideline basis for the decision.

Anthony "Soul" Brodie
Legion Killfeed - Owner

P.S. For the avoidance of doubt, under Australian defamation law liability can arise for publication and continuing publication, including where a platform is put on notice and keeps defamatory matter available. Trustpilot has been on notice since the first appearance of this review, and each day it remains accessible is ongoing publication and ongoing harm. Your product is also currently preventing me from lodging further flags against the Consumer / Hooded_saw review because the "There's a different issue" pathway is disabled, which blocks the internal remedy you direct businesses to use. I have already escalated this to the Australian eSafety Commissioner and the ACCC. I am now instructing Australian legal counsel and I reserve all rights, including seeking urgent injunctive relief, damages, costs, and orders requiring preservation and disclosure of records relating to this review's publication history, reports, moderation actions, and associated account data.

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

Sent: Wednesday, 4 February 2026 9:57 PM

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

Subject: Update on your request #01067484 [thread::iZ1Ib47EcbGvLay4VbeK62A::]

Hello Anthony,

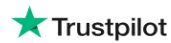
Thank you for reaching out to us regarding the review by **Kamy**.

Upon checking, we found that the review was filtered on **08/12/2025** after being flagged for the reason *Not based on a genuine experience*.

We hope this resolves your issue. If you have any further questions, please feel free to reach out to us.

Regards,

Rakesh



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