

**From:** Trust Support <trust.operations@trustpilot.com>  
**To:** "Brodies@REDACTED.email" <Brodies@REDACTED.email>  
**Subject:** Update on your request #00780964 [ thread::!\_bDxCtefUCaQFfSK2Q\_0GA:: ]  
**Date:** Tue, 10 Feb 2026 00:27:03 +1100

Hi,

Thank you for setting out your position in detail. We understand the seriousness of the concerns you've raised and appreciate the opportunity to address them clearly.

### Review assessment and internal flagging

We acknowledge your explanation that the Business interface may prevent re-flagging a review under the same reason after a previous report has been closed. To ensure your concerns are assessed appropriately, the next step is for the review to be flagged under **"defamatory statement"** from your claimed Business account so it can be reviewed by our Content Integrity team based on the current content of the review.

If you're unable to submit the flag due to a system restriction, please reply to this email with a screenshot or description of the error message you're receiving when attempting to flag the review. Once we have that information, we can submit the flag internally on your behalf to ensure the review is assessed accordingly.

Once submitted, the review will be reviewed by our Content Integrity team in line with our Content Guidelines and applicable legal standards. As with all such assessments, the review will be evaluated on its own merits, based on the content currently published and the information available to our teams.

### Review edits and reporting

Trustpilot does not edit reviews on behalf of reviewers or businesses. Any edits made to a review are performed by the reviewer themselves. While we do not disable review editing during disputes as a general rule, materially edited content can be assessed when it is brought to our attention, including via internal escalation where interface limitations apply, as in this case.

We're unable to provide edit histories or timestamps externally. However, the Content Integrity team will assess the **current published content** of the review when determining whether it complies with our guidelines.

### Genuine experience and reviewer status

You've raised concerns that the review does not reflect a genuine first-person customer experience and that the reviewer may not be authorized to act on behalf of the subscriber. These points are relevant to our assessment and will be considered by the appropriate team as part of the internal review process.

Where questions arise around whether a review is based on a genuine experience, reviewers may be asked to provide documentation to support their account. Any documentation provided is reviewed alongside other contextual and technical factors before a decision is made.

### Record preservation

We can confirm that Trustpilot retains internal records relevant to moderation actions and enforcement decisions in accordance with our data retention and legal obligations. These records are maintained internally for compliance and audit purposes. However, we're not able to share internal moderation logs, audit trails, or investigative records externally.

### Australian entity and service details

Your questions regarding Trustpilot's corporate structure and Australian operating status fall outside the scope of case-level moderation support. Information about Trustpilot's legal entities and corporate details is publicly available, and formal legal or regulatory enquiries should be directed through our designated legal channels.

### Next steps

Once the defamation flag is submitted—either by you or by us on your behalf if a system error is encountered—the review will be assessed, and any action taken will be in line with our policies and applicable legal obligations.

We understand this matter is important to you and appreciate your engagement. While we may not be able to meet every request as framed, we remain committed to applying our guidelines consistently and ensuring concerns are reviewed through the appropriate channels.

Vaishnu



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

**From:** Soul Legion [Brodies@REDACTED.email]

**Sent:** 19/1/2026 7:02 am

**To:** trust.operations@trustpilot.com

**Subject:** Re: Update on your request #00780964 [ thread::!\_bDxCtefUCaQfFSK2Q\_0GA:: ]

Hi Mary,

When are you going to stop being a criminal?

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**From:** Soul Legion <Brodies@REDACTED.email>

**Sent:** Wednesday, 14 January 2026 12:10 PM

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

**Subject:** Re: Update on your request #00780964 [ thread::!\_bDxCtefUCaQfFSK2Q\_0GA:: ]

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

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

**Sent:** Tuesday, 13 January 2026 3:50 AM

**To:** Brodies@REDACTED.email <Brodies@REDACTED.email>

**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



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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::l\_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)



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**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::I\_bDxCTefUCaQfSK2Q\_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)

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