

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

From Soul Legion <legionkillfeed@outlook.com>
Date Tue 2026-02-10 5:26 PM
To Trust Support <trust.operations@trustpilot.com>
Cc Trustpilot Legal <legal@trustpilot.com>; Infocentre Public Mailbox <info.centre@accg.gov.au>

Hi Vaishnu,

Thanks for the reply. I'm going to make this as clear and actionable as possible, because I have already made repeated attempts to resolve this through the exact channels you keep directing me to. You have repetitively been given the proof of all of this and the full context has been explained to you in detail. Additionally, I have repetitively requested legal contact, emailed your legal department, and even called your local number multiple times. Whether this is treated as a moderation path or not, by law, refusing to provide your ABN after telling me you both have one and don't have one constitutes bad faith behaviour. This will be preserved for upcoming intended legal proceedings due to your platform's abusive and malicious conduct.

1) What this relates to (Consumer / Hooded_saw)

This is the same review that Trustpilot has been on notice about since **29 November 2025**.

Public reviewer name: **Consumer**

Trustpilot review URL: <https://www.trustpilot.com/reviews/692b14c5772dcebff6caec38>

Reviewer identity referenced in my correspondence and evidence: **Hooded_saw** (also referred to as Consumer / Hooded_saw)

The review was **edited after notice** (edited 5 December 2025), and the edited version added further allegations.

2) How many attempts I have made to resolve this (and why your "just flag it" loop is not workable)

At minimum, this has involved:

- **Multiple Trustpilot tickets** about this same Consumer / Hooded_saw review: **00695808, 00697534, 00708120, 00709812**
- **Email escalation thread #00780964** beginning 6 January 2026, including:
 - Trustpilot requesting review identifiers and telling me to flag it (6 Jan 2026)
 - Me providing the review details and explaining the flagging defect (6 Jan 2026)
 - Trustpilot telling me to flag it again as "defamatory statement" or you will submit it internally if the system blocks me (13 Jan 2026)
 - Me confirming again that Trustpilot has been on notice since 29 Nov 2025, the review is retaliatory, it is not a genuine first-person customer experience, and it has been materially edited after notice while I'm blocked from re-flagging (14 Jan 2026)
 - Your response (10 Feb 2026) again directing flagging, while acknowledging internal escalation where interface limitations apply

Your own staff have repeatedly acknowledged the core issue: **the Business UI prevents re-flagging a review under the same reason after a report is closed, even when the reviewer edits the review and adds new allegations**.

3) The specific defamatory statements you asked me to provide

Here are the statements (including the post-notice edited additions) that are defamatory and/or false factual assertions presented as truth:

Original review statement (29 Nov 2025):

- "Rude, unwilling to help, Soul needs professional help."

Edited/additional allegations (edited 5 Dec 2025 and after):

- "I was a paying customer..."
- "I did make a ticket but got no response."
- "It was only after I wrote you that you made a separate channel calling me names such as moron, imbecile and idiot."
- "Meanwhile you were sharing cutoff screenshots to your general to showoff to your party what kind of man you really are."
- "The bot owner's attitude turns simple issues into headaches. Do yourself a favour and pick a different bot."

These are not framed as opinion. They are framed as factual claims about my business conduct, customer status, and specific events.

4) The "Consumer / Hooded_saw" problem you must assess as part of genuine experience

This is critical context you have been provided repeatedly:

- The reviewer **is not the subscriber** and has never been verified as authorised to act for the subscriber.
- The person behind "Hooded_saw" describes himself as an **admin/friend**, not the account holder.
- "Hooded_saw" did not purchase the subscription in his own name and did not engage through a verifiable support channel in the way the review claims.
- Trustpilot cannot keep treating an unverified third party's retaliatory claims as a genuine first-person customer experience when the allegations depend on that status being true.
- The reviewer, using non-support paths, contacted me personally, outside of the business, claimed the subscriber was 70+ years old and demanded access. That is reflected by the evidence I repetitively provided.
 - Legally, it would have been a privacy violation to give them access without the subscriber confirming they were a staff member.
 - Allowing your platform to be abused in attempt to bypass account access is serious misconduct.

5) Do the internal defamation submission now (you offered this)

Because the interface restriction is the exact defect I have been raising (and your email acknowledges internal escalation where interface limitations apply), I am formally requesting you submit the "defamatory statement" flag internally **now**, based on the statements listed in section 3.

If you still insist on a screenshot of the blocked UI, tell me exactly what screen and what wording you need captured, but do not use that as a delay mechanism. The restriction has been raised repeatedly and you have enough to submit the internal flag on your side.

6) Damages and evidence links

This is not just a moderation complaint. It's an ongoing publication-after-notice matter with documented harm and a recorded attempt history.

Damages and quantified visibility tracking: <https://they-wish-i-died.space/damages>
Evidence archive root (all exhibits and platform correspondence): <https://they-wish-i-died.space/>

Regards,
Anthony Brodie
Legion Killfeed – Owner

From: Trust Support <trust.operations@trustpilot.com>
Sent: Tuesday, 10 February 2026 12:27 AM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: Update on your request #00780964 [thread::l_bDxCtefUCaQfFSK2Q_OGA::]

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

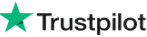
Your questions regarding Trustpilot's corporate structure and Australian operating status fall outside the scope of case-level moderation support. Information about Trustpilot's legal entities and corporate details is publicly available, and formal legal or regulatory enquiries should be directed through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



See our reviews



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----- Original Message -----
From: Soul Legion [legionkillfeed@outlook.com]
Sent: 19/1/2026 7:02 am
To: trust.operations@trustpilot.com
Subject: Re: Update on your request #00780964 [thread::l_bDxCtefUCaQfFSK2Q_OGA::]

Hi Mary,
When are you going to stop being a criminal?

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Wednesday, 14 January 2026 12:10 PM
To: Trust Support <trust.operations@trustpilot.com>
Subject: Re: Update on your request #00780964 [thread::l_bDxCtefUCaQfFSK2Q_OGA::]

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_OGA::]

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

 **Trustpilot**



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

From: Soul Legion [legionkillfeed@outlook.com]
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)

• public-chat

**lihou2451** Sat 29 Nov 2025 5:21 AM

I have put a ticket in, and i do not want to appear a nuisance, but im just getting my server going and i have lost the kill feed and hit feed again, when i need it most. i appreciate that im low on the pecking order but i just need a little help as im not experienced in these matters, unlike yourselves . regards @lihou2451 Z company



@lihou2451 I have put a ticket in, and i do not want to appear a nuisance, but im just getting my server going and i have lost the kill feed and hit feed again, when i need it most. i appreciate that im low on the...

Soul @ LGION Sat 29 Nov 2025 5:22 AM

You have not responded in the ticket at all.

Don't act like you're mistreated because you're lazy.

**lihou2451** Sat 29 Nov 2025 5:29 AM

im sat here stunned by your response, im asking for some help and im called lazy. i dont get it?

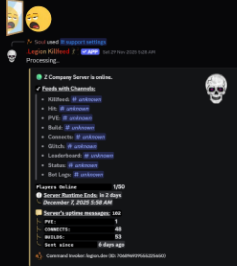
**Soul @ LGION** Sat 29 Nov 2025 5:31 AM

Bro you have a ticket, you don't respond in your ticket, you come in here to cry about it, but you still don't use your ticket and i'm the problem?

5:35 AM

Last message sent for the 1 server you have setup was 6 days ago so go use the ticket, give details on the issue, not vague comments and if it's not the 1 server that is set up, try setting up the other two servers?

Every couple of days since the 6th you've opened discord up, sent "nothing working" and shit like that then not responded to anything said to you afterwards every single time.

**Soul @ LGION** Sat 29 Nov 2025 5:43 AMSaturday 29 November 2025
5:33 AM

So... @Soul @ LGION ... Sat 29 Nov 2025 5:47 AM
So seeing as the information available to us is that it is working, can you coherently explain what you mean?

Soul @ LGION ... Sat 29 Nov 2025 5:47 AM
Have you had a bit of sleep for the past?
Do you have logs where you can show this?
@ Last, Disconnect Log
10:25:00 1 server
Last Ping Sent at 8:58:00 (P)
Can you use these messages?

**lihou2451** Sat 29 Nov 2025 5:56 AM

sorry i do not know where you think im crying about things, i just wanted some assistance, when i needed it. i thought the information i gave was sufficient, im certainly not trying to make this personal, or attribute blame or complain , i just wanted some assistance, obviously i have offended you in some way which was not my intention

**Soul @ LGION** Sat 29 Nov 2025 6:02 AM

Can't you just use the ticket for it's purpose and respond? I'ma go have a nap, lemme know when you can coherently reply in the tick bud [lihou2451-ticket](#)

**lihou2451** Sat 29 Nov 2025 6:05 AM**lihou2451** — 18:56

sorry i do not know where you think im crying about things, i just wanted some assistance, when i needed it. i thought the information i gave was sufficient, im certainly not trying to make this personal, or attribute blame or complain , i just wanted some assistance, obviously i have offended you in some way which was not my intention

**Soul @ LGION** Sat 29 Nov 2025 6:05 AM

Cool, you can copy and paste your message, good shit, keep ignoring me, totally works.

Stop wasting my time mate. It's 6am.

6:05 AM
Sat 29 Nov 2025

Why are you still typing in here jesus fucking christ

**lihou2451** Sat 29 Nov 2025 6:08 AM

im not ignoring you



Soul @ LGION Can't you just use the ticket for it's purpose and respond? I'ma go have a nap, lemme know when you can coherently reply in the tick bud [lihou2451-ticket](#)

**Soul @ LGION** Sat 29 Nov 2025 6:08 AM

I'm gonna mute you for an hour and go back to sleep.

**lihou2451** Sat 29 Nov 2025 6:08 AM

i think we are done mate

**Soul @ LGION** Sat 29 Nov 2025 6:09 AM

Don't let the door hit you on the way out.

You have not responded in the ticket to the questions asked, then pointed out, then asked to respond to before I had to mute you.



.Legion's Discord Manager 🏆 APP Sat 29 Nov 2025 1:09 AM

Legion Killfeed: No room for doubt

Welcome to Legion Support

Please describe the issue in detail.

Support will respond when available.

For anything involving gamertags or discord ids:

- Copy and Paste
- You can get discord IDs with `/admin getid`

Include screenshots where available as well
Don't send a screenshot with no context.

Check out our Wikis:

[Bot's Wiki](#)
[Wiki de Bot](#)
[Bot's Wiki](#)
[Wiki de Bot](#)
[بيكي بوتا](#)
[Вики Бота](#)

DO NOT PING THE STAFF

Powered by Legion Killfeed

Close Ticket

We post what Nitrado shows. Blame them for bugs – Legion Killfeed

Technical Support

Technical Support Request Received

To help us assist you faster, please provide:

- Detailed description of the issue
- Screenshots or error messages
- Your server ID (if applicable)
- Steps you've already tried

Staff will review your issue and respond as soon as possible.

Technical Support Auto-Response

Legion Killfeed runs even when Nitrado forgets to

Server Owner Information Needed

Please @ **your server owner** so staff can identify which server this relates to.

This helps staff run the correct debugging commands tied to your Discord IDs.
The owner doesn't need to be active in the ticket unless we need to bring them in.

Powered by Legion Killfeed

Legion Killfeed: Your server's backbone

Ticket Details

Opened by: @lihou2451

User: lihou2451 (1123659056721178655)

Issue Type: Technical Support

Details: kill feed and hit feed not working on Z company

Soul used support settings



.Legion Killfeed APP Sat 29 Nov 2025 5:28 AM

Processing..

Z Company Server is online.

✓ Feeds with Channels:

- Killfeed: # [unknown](#)
- Hit: # [unknown](#)
- PVE: # [unknown](#)
- Build: # [unknown](#)
- Connects: # [unknown](#)
- Glitch: # [unknown](#)
- Leaderboard: # [unknown](#)
- Status: # [unknown](#)
- Bot Logs: # [unknown](#)

Players Online 1/50

Server Runtime Ends: in 2 days
December 7, 2025 5:58 AM

Server's uptime messages: 102

PVE:	1
CONNECTS:	48
BUILDS:	53
Sent since	6 days ago

Command Invoker: legion.dev (ID: 706896939555225650)

Navigation buttons



Soul LEGION Sat 29 Nov 2025 5:37 AM

So seeing as the information available to us is that it is working, can you coherently explain what you mean?



Soul LEGION Sat 29 Nov 2025 5:39 AM

Have you had a kill at all for it to post?

Do you have logs where you can show this?

Last Processed Line:

18:22:53 | #####

Load More...

Saturday 29 November 2025

Can you see these messages?

Soul

🗨️ LGION

Sat 29 Nov 2025 10:41 AM

So in that time @lihou2451, you couldn't find this ticket and had to get @Hooded to DM to threaten to take their business elsewhere

when all you had to do was answer.
Age is no excuse for blatant stupidity.

Soul

🗨️ LGION

Sat 29 Nov 2025 5:39 PM

?ban @Hooded

Carl-bot

👍 APP

Sat 29 Nov 2025 5:39 PM

Banned hooded.saw

Soul

🗨️ LGION

Sat 29 Nov 2025 5:39 PM

@lihou2451 that's two of your members who have abused me over your own goddamn stupidity.
I'm cancelling your subscription @lihou2451, unless you can appropriately respond within the next 24hrs with an apology for your stupid ass staff coming at me over your laziness.

Hooded

hooded.saw

This is the beginning of your direct message history with Hooded.

No servers in common

Add Friend

Block

Report Spam

November 29, 2025

1 ignored message — Hide

Hooded

Sat 29 Nov 2025 7:27 AM

Good morning Soul,
I hope this message finds you well.
My name is Frank, writing from the Netherlands. I currently hold the admin position at Z Company. I understand you must be very busy operating such a large site, but I hope I can trouble you for a moment to clear the air.
You were recently in contact with my colleague, Lihou, and I'd like to provide a bit of background. Lihou is a 70-year-old British combat veteran who greatly enjoys playing DayZ it's his hobby. We're not experts in coding, but we are learning each day. At the moment, we are growing an active community and we rely on your support to maintain that growth.
After reading through the communication you had with my colleague today, I can see that things may have gotten off on the wrong foot. It seems we overlooked your request for clear information, and I fully understand that you can't perform your role properly without the necessary details.
With that said, I kindly ask that we continue the good service and cooperation we've enjoyed over the past months. To keep it brief: please let me know exactly what you require from us to get the feedback system back up and running.
If we are unable to work together on this, we may unfortunately have no choice but to consider moving our server funds to one of your competitors.
There will be no further commication regarding the points mentioned above from my end. The ball is in your court.
Kind regards,
Frank
Z Company

November 30, 2025

Soul

🗨️ LGION

Sun 30 Nov 2025 12:23 AM

I can't provide support to imbeciles who blatantly refuse to accept the help, using the internal ticket system and decided to throw a tantrum and have a scene.
This is the 5th time I've had this clown carry on and ignore tickets.

3 ignored messages — Hide

Hooded

Sun 30 Nov 2025 2:36 AM

You are one sorry ass excuse
I'm laughing
Now block me

Message @Hooded

From: Trust Support <trust.operations@trustpilot.com>
Sent: Tuesday, 6 January 2026 12:05 AM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
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

See our reviews