

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: Update on your request #01067484 [thread::iZ1lb47EcbGvLay4VbeK62A::]
Date: Wed, 11 Feb 2026 10:40:49 +0000

Hello Anthony,

Thank you for your response.

Please allow me to address your concerns.

Regarding the review left by Kamy, this user submitted two reviews: one on 05/12/2025 and another on 09/12/2025.

After reviewing the timeline, we can confirm that you flagged the review published on 05/12/2025 on the same day for the reasons of defamation, personal information, and advertising or promotion. Subsequently, on 07/12/2025, you reported the same review as "Not based on a genuine experience." Following this report, our team filtered the review on 08/12/2025 for that reason.

The second review, published on 09/12/2025, was later deleted by the user. You flagged this review for defamation on 09/12/2025 and again for "Not based on a genuine experience" on 12/12/2025.

Regarding the other review submitted by a consumer, we can see that you reported it for defamation on 10/02/2026. This matter is currently under investigation by our team, and we kindly ask for your patience while we complete our review.

Please note that we assess reviews based solely on the reason they are reported and evaluate them in line with our guidelines. Both businesses and consumers are entitled to report reviews, and it is our responsibility to determine whether a review violates our guidelines. If we find that a report is invalid, the review will remain online, and both parties will be informed of our decision. Should either party disagree with the outcome, they may escalate the matter to our Escalations Team by selecting "Appeal our decision" or "Challenge our decision."

Our aim here is to explain how we operate and why. In the event of any ambiguity we have the final say on how these guidelines are interpreted. We can also update them at any time. Visit our [Help Center](#) for more information.

We hope this clarifies your concerns.

Regards,

Rakesh



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

From: Soul Legion [Brodies@REDACTED.email]

Sent: 09/02/2026 01:38

To: trust.operations@trustpilot.com

Cc: legal@trustpilot.com; info.centre@accc.gov.au

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

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

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 [Brodies@REDACTED.email]

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?!

 <https://they-wish-i.died.space/2025-12-12-kamy-self-deletion-lie.png>

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

 <https://they-wish-i.died.space/harrassment/2025-12-12-they-cant-deny-being-criminal.png>

 <https://they-wish-i.died.space/harrassment/2025-12-12-they-are-criminals.png>

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 DEFAMATION 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/693293c61f9c706744aaafe2>
- <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: Brodies@REDACTED.email <Brodies@REDACTED.email>

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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Email Headers (Raw)

Received	from PUUP216MB3155.KORP216.PROD.OUTLOOK.COM (2603:1096:301:16a::15) by SE2P216MB1555.KORP216.PROD.OUTLOOK.COM with HTTPS; Wed, 11 Feb 2026 10:40:54 +0000
Received	from CH0PR04CA0033.namprd04.prod.outlook.com (2603:10b6:610:77::8) by PUUP216MB3155.KORP216.PROD.OUTLOOK.COM (2603:1096:301:16a::15) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9587.17; Wed, 11 Feb 2026 10:40:52 +0000
Received	from DM2PEPF00003FC6.namprd04.prod.outlook.com (2603:10b6:610:77:cafe::b1) by CH0PR04CA0033.outlook.office365.com (2603:10b6:610:77::8) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9611.8 via Frontend Transport; Wed, 11 Feb 2026 10:40:49 +0000
Authentication-Results	spf=pass (sender IP is 13.48.187.13) smtp.mailfrom=egdd9nljx7qw.2-bu0peaw.swe54.bnc.salesforce.com; dkim=pass (signature was verified) header.d=trustpilot.com; dmarc=pass action=none header.from=trustpilot.com; compauth=pass reason=100
Received-SPF	Pass (protection.outlook.com: domain of egdd9nljx7qw.2-bu0peaw.swe54.bnc.salesforce.com designates 13.48.187.13 as permitted sender) receiver=protection.outlook.com; client-ip=13.48.187.13; helo=smtpp-09935ea960bc9d2bf.core1.sfdc-cehfhf.mta.salesforce.com; pr=E
Received	from smtp-09935ea960bc9d2bf.core1.sfdc-cehfhf.mta.salesforce.com (13.48.187.13) by DM2PEPF00003FC6.mail.protection.outlook.com (10.167.23.25) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9611.8 via Frontend Transport; Wed, 11 Feb 2026 10:40:50 +0000
X-IncomingTopHeaderMarker	OriginalChecksum:ACF9104C0FA2B699FDE49485105334A9EDAC28E812F4CBE67DC02D2FC04087AF; UpperCasedChecksum:923DD728116D795CC052FE9625CE79E1377F796B2CAADAC40714764FEBAB6FD0; SizeAsReceived:2649; Count:24
Return-Path	trust.operations=trustpilot.com__3xzmghmo4sxij68b@egdd9nljx7qw.2-bu0peaw.swe54.bnc.salesforce.com
DKIM-Signature	v=1; a=rsa-sha256; c=relaxed/simple; d=trustpilot.com; s=salesforce2; t=1770806449; bh=qPfOHnb+cWRocQ1cCaZ+3ZuvTQhEgBYQb1dmwjsiXYo=; h=Date:From:To:Subject:MIME-Version:Content-Type; b=RjE1H4Xad+6uaM0Y3Fm8Hb/Mkq7EPkuMPdruK0vfx7AXOXWlzQKONB2L92+H81UWw wXFHHmyRbreMBzMQbp8WDMtmGxSd6hrTnTj33hMaxpZJI+O0SJNALh8CFK0X5eDtB Or5UT/+MQaKVw4splbCKEoeXpN9DxV4nUEy6K190=
Received	from [127.0.0.1] ([127.0.0.1:33912] helo=eaas-5.eaas.emailinfra.svc.cluster.local) by mx1.core1.sfdc-cehfhf.mta.salesforce.com (envelope-from <trust.operations=trustpilot.com__3xzmghmo4sxij68b@egdd9nljx7qw.2-bu0peaw.swe54.bnc.salesforce.com>) (ecelerity 4.7.0.20111r(msys-ecelerity:tags/4.7.0-ga*0)) with ESMTP id 99/30-00705-1BC5C896; Wed, 11 Feb 2026 10:40:49 +0000
Received	from 127.0.0.1 (localhost. [127.0.0.1]) by eaas-5 (EaaS) id <SidWd00000000000000000000000000000000TAAIZY009WYtDI3SRm2IWjAlaFmfcw@sfdc.net> for <"Brodies@REDACTED.email" <Brodies@REDACTED.email">> Wed, 11 Feb 2026 10:40:49 GMT (GMT)
Date	Wed, 11 Feb 2026 10:40:49 +0000
From	Trust Support <trust.operations@trustpilot.com>
To	"Brodies@REDACTED.email" <Brodies@REDACTED.email>
Message-ID	<SidWd00TAAIZY009WYtDI3SRm2IWjAlaFmfcw@sfdc.net>
In-Reply-To	<PU4P216MB15685E6F14982BD9911BCC56DA65A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>
References	<GJ5Y6J976W9@zendesk.com> <xbwoW00T9XL0O00OyEvHDSkTcK4XIVkJsKhmg@sfdc.net> <GJ5Y6J976W9_698325b1c8f85_ae2438b07c4541_sprut@zendesk.com> <-HQ-L00T9XL3B00jHnZM8noQceOjOlgXcpByg@sfdc.net> <SE2P216MB15558615B21D7A07D573D8D4DA99A@SE2P216MB1555.KORP216.PROD.OUTLOOK.COM> <iZti-00TA528Y00tGC8THmlSt6R6yEp-VyCHw@sfdc.net> <PU4P216MB15685E6F14982BD9911BCC56DA65A@PU4P216MB1568.KORP216.PROD.OUTLOOK.COM>
Subject	Update on your request #01067484 [thread:iZ1lb47EcbGvLay4VbeK62A::]
Content-Type	multipart/mixed; boundary="-----_Part_7027_1528463825.1770806449691"
X-SFDC-LK	00D20000000BU0P
X-SFDC-User	005Sh000004gAaD
X-Sender	postmaster@salesforce.com
X-mail_abuse_inquiries	http://www.salesforce.com/company/abuse.jsp
X-SFDC-TLS-NoRelay	1
X-SFDC-CORRELATION-ID	00001u5mrtxuerjw
X-SFDC-Binding	1WriRBV94myi25uB
X-SFDC-App	coreapp
X-SFDC-EmailCategory	quickActionEmail
X-SFDC-EntityId	500Sh00000bfr06
X-SFDC-Interface	internal
X-IncomingHeaderCount	24
X-MS-Exchange-Organization-ExpirationStartTime	11 Feb 2026 10:40:51.3222 (UTC)
X-MS-Exchange-Organization-ExpirationStartTimeReason	OriginalSubmit
X-MS-Exchange-Organization-ExpirationInterval	1:00:00:00.0000000
X-MS-Exchange-Organization-ExpirationIntervalReason	OriginalSubmit
X-MS-Exchange-Organization-Network-Message-Id	320ba1a9-143f-45cb-e664-08de695a06ad

X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	DM2PEPF00003FC6:EE_JPUUP216MB3155:EE_SE2P216MB1555:EE_
X-MS-Exchange-Organization-AuthSource	DM2PEPF00003FC6.namprd04.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	2/11/2026 10:26:01 AM
X-MS-Office365-Filtering-Correlation-Id	320ba1a9-143f-45cb-e664-08de695a06ad
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.48.187.13
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 9800799015 10300799038 47200799024 9400799043 9000799056 28070799003 1680799066 58200799021 6092099016 36140799009 35120799006 461199028 56899033 1370799030 1380799030 1360799030 1602099012 3412199025 4302099013 440099028 1122599022 22062799003 30041999003 26104999006;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	11 Feb 2026 10:40:50.8121 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	320ba1a9-143f-45cb-e664-08de695a06ad
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant-AuthSource	DM2PEPF00003FC6.namprd04.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	PUUP216MB3155
X-MS-Exchange-Transport-EndToEndLatency	00:00:03.2246849
X-MS-Exchange-Processed-By-BccFoldering	15.20.9587.013
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)(1010050)(944500132)(4810010)(4910033)(9920006)(9510006)(10105021)(9320005)(9230038)(120001);
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