

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: IE 39660522 has been forwarded to T&S from Compliance [thread::iZ1lb47EcbGvLay4VbeK62A::]
Date: Wed, 11 Feb 2026 11:28:37 +0000

Hi Anthony,

Thanks for reaching out to us and sharing your concerns. We appreciate your feedback, and we'd like to reassure you by explaining how Trustpilot works.

Trustpilot is a place for sharing feedback about genuine experiences, and we take a neutral stance. We generally [don't get involved in disputes](#) about what happened between a reviewer and a business unless the law requires us to.

If you don't agree with a review but it doesn't breach our guidelines, we recommend writing a [reply to the review](#) and telling your side of the story, so that people reading reviews can decide how much weight to give to the review in question. This also lets you show that you genuinely care about consumer feedback and are willing to engage with reviewers to constructively resolve an issue.

Equal treatment

To protect the integrity of our platform, we ask everyone to follow our guidelines. All reviews, whether positive or negative, must meet our [Guidelines for Reviewers](#).

Additionally, all businesses must follow our [Guidelines for Businesses](#), regardless of whether they subscribe to our paid services or not. It's also important to note that they're not allowed to remove reviews [just because they don't like them](#).

Handling of flagged reviews

Every flagged review is assessed against the following criteria:

- We check if the review meets our guidelines.
- We may ask the reviewer to update the review.
- We may request [documentation showing their experience](#).

Please keep in mind that even when the reviews are removed from public view, they're never deleted and can therefore be reinstated at any time if relevant changes are made.

I hope this information has been helpful in addressing your concerns.

Thanks,

Trustpilot

Email Headers (Raw)

[illegible]

X-MS-Exchange-Organization- Network-Message-Id	ef9a7976-3dd0-4832-ccb4-08de6960b38f
X-EOPAttributedMessage	0
X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa:0
X-MS-Exchange-Organization- MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	AMS1EPF0000008E:EE_ PUUP216MB3484:EE_ PU4P216MB1568:EE_
X-MS-Exchange-Organization- AuthSource	AMS1EPF0000008E.eurprd05.prod.outlook.com
X-MS-Exchange-Organization- AuthAs	Anonymous
X-MS-UserLastLogonTime	2/11/2026 11:24:31 AM
X-MS-Office365-Filtering- Correlation-Id	ef9a7976-3dd0-4832-ccb4-08de6960b38f
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.50.45.83
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 58200799021 47200799024 36140799009 35120799006 1680799066 28070799003 9000799056 10300799038 9400799043 9800799015 461199028 3412199025 4302099013 440099028 26104999006 30041999003 1122599022 1360799030 1370799030 1380799030 1602099012;
X-MS-Exchange-CrossTenant- OriginalArrivalTime	11 Feb 2026 11:28:38.2557 (UTC)
X-MS-Exchange-CrossTenant- Network-Message-Id	ef9a7976-3dd0-4832-ccb4-08de6960b38f
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant- AuthSource	AMS1EPF0000008E.eurprd05.prod.outlook.com
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X-MS-Exchange-CrossTenant- FromEntityHeader	Internet
X-MS-Exchange-CrossTenant-RMS- PersistedConsumerOrg	00000000-0000-0000-0000-000000000000
X-MS-Exchange-Transport- CrossTenantHeadersStamped	PUUP216MB3484
X-MS-Exchange-Transport- EndToEndLatency	00:00:03.1627965
X-MS-Exchange-Processed-By- BccFoldering	15.20.9611.001
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);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTtHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	snYpXLJ0U1wax1Dw2zNRfA+MjTP4B9cYFT1ldTRm62ozhvAOHcU8bzSTxKOhkIhDjR9Llev9ofZ4LJRaXmxvFzE0wiH9rylYkRdg3EMBVtNeYCl89pnsVeryV0E5YWez/rrZ0qrcFCi7YkZavrm/KLG6DL5ZhMY6BGX69hRh7chmogIM+wT1+vQqIQmeeuKQs5PX6zOjhj/J2qbxqEcOlg5QvSn6S/8Dks428zHmGYMY3ZfQ++fhz3p/khz3elFDzsT2dz60gnR+9M3z0O0PfrUqblCB31Pej7fSW+mqSwekyY3zyudivDwX5G0i5L2NroQ8fB94s8iH18FEfRsFijWJ7JyRygl2UZwlE/Cfm1jpmEEr4j/WU2s21k4ApPLLPm/ADhSaNI2Miur/XeRrwHezF6XGVOQu9nk/pfB+EitT2W35YxBalv1NC7fF0Y/ikeYz6LwtGN0mB0VPfH7dCNE8+nUf8DIGIQ3oSBUGrW5QIC47WxyO4aEf1gAAYTs+Uv3WQopUlol.6vKwzgVC4zchlRWail3jKrNS+L9HY0wViD4NIAhaQrakZN5LVfEetXfpCywA6bak51B2PurJEm8XLQLQHZY48sffAPm2+Qu/hjxuyyzWNYeA6UjR+24ipYqc5g5A5vYKFooDCK/Kvi/NLT4k558687wt4ziXJdRW4IqzacTXnAFVH3rgSEQuQogzWUjTnxCH86G66LWt9DyD61yTRLCT4pTg8iysfM8p97Bg07x1v1PiRyJlR0pXeYgP89vC1t7jNv/7u+3RwRA0gpAJzUj0fw+j4g3dMBoioBJ6ss/X9ohbZY+1ZonNFB1t1oe/rYjeGf1dHltX5SAgnidjACVIN/xzCE0WPfR39XtTKarwAcWDsQZSVRlWexqueez+41hO+HeWc4iN5hINHRiQ699f5ZcKGxcQos319U+AmypwWjJ0LJTrmy6HAnVnWZ6mXr3WQhBR+o7f+f78Yqt5JN55gp8KuUDHeS+FtjaVBQPDsIrMedLJ5rLZLxP0luOWI8jpv6T1YgwwDg6QwAOjB5ydZfPBj2oYkviSkGZNa9ShmQrVIMblul0ugEKO3RL0eMU6K86QhXYV1fooyF3pLl8t53tRwSwGyHs7yWVJDuCAhWfzFp3L8ES7i5ktWlpF9DIIf568TZBrhJAkqCWRgSKpav+IUKhjpQr74uyiqsEm7GPj2VroK+ck5km7wflUqlR1lthFcNxlRhewy43gxJq8oeb6V+E2KhYl0F0ieiBbdQijzwEOftJBA8vgoHvbCXDLujUxUutBM1xEtJPCkKvGuU417xfS4/U1ejR9WFyu6rKNqllZf5jTIVM9T1qA4VYQQ9Co1+BAkciBtamUtr1SFxup02VhPwlB4I073lL7zuVuLSQU+8fpog/0Qa5Q2SSQsnBelFOeLj+qEAKDealyEuLhid4WCAaDGLT4gv9SOW545D6LVHXA3KsJVfX8hWxWWWUwB6buKlu2Bz6VOXfu6RyBRYx5uRF6AkgknUWw6pUjYfIk7fXKmJQXhCQJTRgrOCy2IWASA6Umlw3+T3XfmSPZ8w2oPQY1hdfwg/wrAtW2BPVr2rW9dOR3Hg3KIM2QAIB80NVetdCcOMbpo230XacBoKISp7ZavYhWIBAk8zDwe6J4TU0SOPUkhwKmiOxcgdOa2kzw9aVZ79V2G+JLAetggYJI00w3Q5s42K1XuK61+GFLIIEl+SYUykqemt3Uj5uo0A56MBkh2ivpKy5uU0/qZ442+1hCpmjWgK6ozBBakYIrNI/BdKPeg+HRYYYCl61LJZMRQP8ZGgT32ZqoZM8LMon7bBQ3KWTT57Lsf n7ADAZDltp8G/O7XHqCWUUYI9o6o/+cmYCGPgIAHpK/kerJuLLsAathWUFHq6K3hGi+axZ890lBMj/vU0ax0ujgLtuWMoQXQJSCZehM7Mo0+9in2eLbyYrVVAE4Au0IwRH/JOfjX+bRpUN+oMTC9h7sTUDG1krQmfjxxwrGGwoOXMpNiiI2r+M92zPdfvmNDsfpnbkH1beBEixb1CdtoV8qErEfuqECPiVV+xU8kXMrIgrceOdhw1/6+hb76bwKp8bSN6pDj/cawNfzfjm89g58vgbkVGiSisRdfGUuRykSDzo8JUm6OJpXoLM3r2396LEGb4rKXEhvpOSv7qk2QzBee/i8foRlgytyswHowxWD6vAjQ4U9dq4v/yWrcZaFgChYoJSC7UKUnQJvqBfEvdmsXx4WEzj/iil7elmbNsVghrzMwQmMboD2q9bO/Bn9OR6LRi47lwdXw2x5ue1bo981gx54HintNZuqgb+hW2vBYt3RjFJro+rDXfOrmJT8GE8U0MzfU8Q6lzn

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