

From: Trust Support <trust.operations@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: [thread::Yjg_BQcWe52IT_IIRQk5ZWA::]
Date: Wed, 11 Feb 2026 13:08:12 +0000

Hi,

Thanks for reaching out to us about our assessment of the review by **Kyle**.

We've looked into the review again with the information you provided.

The review stays online

We don't have enough information to indicate that it's not based on a genuine experience, and we've seen nothing suspicious about the review or the reviewer. Therefore, we've decided to keep the review online.

We understand this may not be the outcome you had hoped for, but we can only take the review offline if it goes against our [guidelines](#) for the reason you flagged. If you believe the review is against any other guidelines, you can [flag it for the relevant reason](#).

If you haven't already, we suggest [replying to the review](#) and sharing your side of the story.

If you have any questions or think we've made the wrong decision, please let us know by replying to this email.

Thanks,

[Appeal our Decision](#)

Trustpilot

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
Received	from SY8PR01MB9330.ausprd01.prod.outlook.com (2603:10c6:10:263::10) by SYBPR01MB5338.ausprd01.prod.outlook.com with HTTPS; Wed, 11 Feb 2026 13:08:17 +0000
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Authentication-Results	spf=pass (sender IP is 13.51.144.194) smtp.mailfrom=50716cydqphc.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 50716cydqphc.2-bu0peaw.swe54.bnc.salesforce.com designates 13.51.144.194 as permitted sender) receiver=protection.outlook.com; client-ip=13.51.144.194; helo=smtplib02ca6e48cc4d73f85.core1.sfcd-cehfhs.mta.salesforce.com; pr=E
Received	from smtplib02ca6e48cc4d73f85.core1.sfcd-cehfhs.mta.salesforce.com (13.51.144.194) by SG2PEPF000B66CA.mail.protection.outlook.com (10.167.240.22) 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 13:08:14 +0000
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Return-Path	trust.operations@trustpilot.com__34toqbfgr929rsge@50716cydqphc.2-bu0peaw.swe54.bnc.salesforce.com
DKIM-Signature	v=1; a=rsa-sha256; c=relaxed/simple; d=trustpilot.com; s=salesforce2; t=1770815292; bh=RuNbDMv+FJezodebQilrffWoLBm2ZdQBRCx3vajUjTA=; h=Date:From:To:Subject:MIME-Version:Content-Type;b=JfJoFznnVJHo98GWkc4kn4aagLIEwsGBLa986KCKlXyYbWPI3MRq7iQ/1uMUzcMl vikc7HF+K7SpjmOrwWfeZUYsOZZOLzt+/RG7ft06BH7zhV/UA4onYKNNbtgG8ctRk+ H5C5HPoToukhXTkbmd5Cz3FqxWsdT2NDQ5eqW7jw=
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Received	from 127.0.0.1 (localhost. [127.0.0.1]) by eas-24 (EaaS) id <MbqmS0000000000000000000000000000TAAPTN00NXFN0xraRKKZc0FQrq2ulQ@sfdc.net> for <"Brodiess@REDACTED.email" <Brodiess@REDACTED.email">> Wed, 11 Feb 2026 13:08:12 GMT (GMT)
Date	Wed, 11 Feb 2026 13:08:12 +0000
From	Trust Support <trust.operations@trustpilot.com>
To	"Brodiess@REDACTED.email" <Brodiess@REDACTED.email>
Message-ID	<MbqmS00TAAPTN00NXFN0xraRKKZc0FQrq2ulQ@sfdc.net>
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X-mail_abuse_inquiries	http://www.salesforce.com/company/abuse.jsp
X-SFDC-TLS-NoRelay	1
X-SFDC-CORRELATION-ID	0002zn3u2axt7a4p
X-SFDC-Binding	1WrIRBV94myi25uB
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X-SFDC-EmailCategory	quickActionEmail
X-SFDC-EntityId	500Sh00000cjH6u
X-SFDC-Interface	internal
X-IncomingHeaderCount	22
X-MS-Exchange-Organiation-ExpirationStartTime	11 Feb 2026 13:08:15.1721 (UTC)
X-MS-Exchange-Organiation-ExpirationStartTimeReason	OriginalSubmit
X-MS-Exchange-Organiation-ExpirationInterval	1:00:00:00.0000000
X-MS-Exchange-Organiation-ExpirationIntervalReason	OriginalSubmit
X-MS-Exchange-Organiation-Network-Message-Id	86a644f3-3c1c-4490-4fd9-08de696e9e06
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X-EOPTenantAttributedMessage	84df9e7f-e9f6-40af-b435-aacaaaaaa:0

X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	SG2PEPF000B66CA:EE_][SY8PR01MB9330:EE_][SYBPR01MB5338:EE_
X-MS-Exchange-Organization-AuthSource	SG2PEPF000B66CA.apcprd03.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	2/11/2026 12:27:29 PM
X-MS-Office365-Filtering-Correlation-Id	86a644f3-3c1c-4490-4fd9-08de696e9e06
X-MS-Exchange-EOPDirect	true
X-Sender-IP	13.51.144.194
X-SID-PRA	TRUST.OPERATIONS@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:4;ARA:1444111002 461199028 58200799021 9800799015 28070799003 9000799056 1680799066 36140799009 35120799006 10300799038 9400799043 47200799024 440099028 3412199025 4302099013 30041999003 26104999006 1122599022 1360799030 1380799030 1370799030 1602099012;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	11 Feb 2026 13:08:14.3926 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	86a644f3-3c1c-4490-4fd9-08de696e9e06
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X-MS-Exchange-Processed-By-BccFoldering	15.20.9587.013
X-Microsoft-Antispam-Mailbox-Delivery	dwl:1;ucf:0;jmr:0;ex:0;auth:1;dest:l;OFR:TrustedDomainList;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(944500132)(4810010)(4910033)(9930004)(9545005)(10172021)(9449006)(9310011)(9220031)(120001);
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