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From Do not reply <donotreply@trustpilot.com>

Date Thu 2026-02-19 7:51 PM

To legionkillfeed@outlook.com <legionkillfeed@outlook.com>

Case number: 01179644

Hi Anthony,

Thanks for getting in touch.

As an Escalation Specialist in Trustpilot's Content Integrity Team, I've now concluded the assessment of your appeal that you raised on 2026-02-12 for Harmful or Illegal - Defamation.

Outcome of the appeal

The decision to keep the review online has been confirmed. The review does not constitute defamation as it primarily reflects the reviewer's personal experience and subjective opinions regarding customer service and communication. While the language is critical and strongly worded, the statements relate to an alleged interaction with the business and do not contain verifiable criminal accusations or unlawful claims. The content appears to represent a customer's perspective on service quality rather than a false statement of fact intended to harm the business's reputation.

This completes the investigation of your case. While I appreciate that this may not be the outcome you had hoped for, the decision is final and in line with our guidelines. The case is now closed.

Best regards,