



To Trustpilot Content Integrity / Trustpilot Legal,

This notice is served by email only 2nd July 2026.

Trustpilot has repeatedly used email and Zendesk ticket correspondence as the channel for receiving, assessing, responding to, and deciding review complaints, including during August and September 2025. Trustpilot has also directed me to reply to existing email threads without changing the subject line. I am therefore serving this formal notice through the same channel Trustpilot has selected, used, and relied upon for these matters.

I refer to:

1. My complaint and evidence concerning the Ray Smith review.
2. My evidence sent on 16 June 2026.
3. Trustpilot's delay response.
4. Trustpilot's email dated 30 June 2026 stating that the Ray Smith review was assessed by your AI-powered defamation tool, reinstated, and would remain published.

This is a formal Concerns Notice under the Defamation Act 2005 (NSW) and the corresponding Australian uniform defamation legislation. It is also a final cease and desist demand and preservation notice.

The matter complained of is the Ray Smith review published on the Legion Killfeed Trustpilot profile and linked in Trustpilot's 30 June 2026 email.

The review is not merely negative feedback. It is a false and defamatory publication being maintained after notice. It also appears to be an abuse of Trustpilot's platform to pressure a refund or commercial outcome after the reviewer had already removed Legion Killfeed from their own DayZ server and ended their own access path.

The review carries the following defamatory imputations:

1. That I dishonestly cut off a paying customer mid-subscription.
2. That Legion Killfeed revoked access because a customer asked a support question.
3. That I personally told the customer I did not have "the time nor the crayons" to explain something.
4. That Legion Killfeed was down or generally not functioning.
5. That the reviewer acted calmly and reasonably while I abused them without cause.
6. That Legion Killfeed is unsafe, unreliable, dishonest, or commercially untrustworthy.
7. That Reddit material should be treated as supporting proof against Legion Killfeed.

Those imputations are false.

The evidence shows that the reviewer had already discussed cancelling, asked about using a competitor's system, removed Legion Killfeed from their own server, and then reframed the result as though I had cut them off mid-month. The "crayons" line was an automated Discord bot reply, not a human support statement made by me to the reviewer. The issue was a known temporary trader/shop feature issue, not the bot being down.

The Reddit reference is also not neutral. In context, it is a direct callback to competitor-linked Reddit material that has formed part of a wider smear campaign against Legion Killfeed. The reviewer's timing, wording, refund pressure, and direction to Reddit raise serious concerns that this is not a genuine standalone review but conduct aligned with an existing competitor-driven narrative.

Even if Trustpilot does not accept direct affiliation, the review still abuses Trustpilot's platform by using a public one-star publication as leverage over a refund/subscription dispute after the reviewer had already removed the service themselves.

Trustpilot is now on actual notice of:

1. The defamatory imputations.
2. The falsity of the access/removal claim.
3. The misuse of the automated Discord bot reply.
4. The refund-pressure context.
5. The Reddit callback to known competitor smear material.
6. The serious reputational and financial harm caused by continued publication.

Trustpilot's reliance on an AI defamation tool does not answer this notice. Once Trustpilot has actual notice and evidence, continued publication is knowing republication.

I require Trustpilot to immediately:

1. Remove or disable the Ray Smith review from public view.
2. Stop republishing it through Trustpilot pages, snippets, widgets, summaries, ratings, profile pages, search previews, or cached displays.
3. Preserve all records relating to the review, including account data, IP/device/session metadata, edit history, moderation notes, AI assessment logs, internal notes, flagging history, evidence supplied, and correspondence.
4. Confirm whether Ray Smith supplied proof that Legion Killfeed removed access, rather than the reviewer removing the bot/server connection themselves.
5. Confirm whether Trustpilot assessed the refund-pressure issue and Reddit/competitor callback context.
6. Provide Trustpilot's legal contact for service of further correspondence.

You have 7 days.

If Trustpilot refuses, ignores this notice, delays outside legally permissible timeframes or continues publication, I will proceed without further warning. Continued publication after this notice will be relied on as knowing republication after actual notice of falsity, serious harm, and platform abuse.

Continued illegal behavior regarding my brand will result in an additional criminal complaint with the Australian Federal Police as it has reached a point where you cannot reasonably claim to be innocent, leaving us with one simple, logical and reasonable inference to make:

Your defamation is willful and intentional targeting of my brand after repeated legal notice which remains uncontested despite being repeatedly asserted.

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