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**Update on the review you flagged - Case #02997340**

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**From** Trust Support <trust.operations@trustpilot.com>

**Date** Sat 2026-07-11 7:04 PM

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

Hi killfeed.co,

We're following up about the [review](#) by Ray Smith, which you flagged as not based on a genuine experience.

**Our decision**

We've carefully assessed the review based on your selected flagging reason. We've found that the review follows our guidelines, so it will remain online.

**How we assess flagged reviews**

When reviews are flagged for not being based on a genuine experience, we run them through [a series of checks](#) and analyze various factors, such as:

- The reviewer's activity on Trustpilot (e.g., number of previous reviews and past engagement with businesses)
- If the content of the review follows our guidelines for reviewers
- Patterns of unusual behaviour detected by our automated technology

In this case, we weren't able to detect any suspicious patterns or content, so the review stays online.

**What counts as a genuine experience**

[A genuine experience](#) doesn't always mean a purchase. It could also include an interaction, like:

- Browsing your website
- An online chat with your business

Reviewers don't need to use their real names when submitting their review, so you might not always recognize them from the reviewer name alone. This is why we recommend using our ["request information"](#) tool or replying to the review so you can share your perspective.

**Share your side of the story**

If you haven't already, we recommend [replying to the review](#). Your reply appears alongside the review and gives potential customers a complete picture from both your side and the reviewer's—which can help build trust and credibility.

**Want us to take another look?**

If you believe we've made a mistake, please reply to this email with any additional context, and our team will reassess the case.

Thanks,

Trustpilot

*Please note that depending on the situation, we may use automated detection technology, a team of experts, or a combination of both to assess content on the Trustpilot platform.*