
Decision on the review you've flagged - Ticket #30380870 - Ticket #30380870

From Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Date Wed 12/4/2024 6:49 PM

To Anthony Brodie <legionkillfeed@outlook.com>



Ayana A (Trustpilot Content Integrity)

4 Dec 2024, 07:49 GMT

Hi,

Thanks for reaching out to us and sharing your concerns,

Kindly note that we assess reviews based on the flagging reason chosen, which in this case was Defamation where we concluded that the review does not include Defamatory content.

We don't remove content just because you dislike or disagree with it, it criticizes your business or includes swear words.

Flagged reviews are assessed on a case-by-case basis.

When it comes to defamatory statements, we look at context over keywords. Most of the time, use of a single word or short phrase in an online review won't cross the threshold into being defamatory. That's because it's unlikely a single word or short phrase would cause significant harm or significant financial loss to a business, particularly in the context of a consumer-submitted online review, which is the opinion of a reviewer.

This sets a high bar for the removal of reviews and statements, and we believe it's the right approach to ensure only the most serious and harmful content is removed.

If you believe the reviewer's interaction with the company might not be authentic or not had a genuine experience with the company, please note that you need to [request information](#) from the reviewer before we can assess the review. Just follow these steps:

[Request information](#) from the reviewer via your business account.

As soon as the reviewer replies, or if 3 days pass without a reply, a new flagging option will become available to you: "Not based on a genuine experience". You can flag the review for this reason.

We appreciate your patience and understanding throughout this process.

Should you have any other questions, feel free to ask us by replying to this email and we'll be more than glad to help.

Kind Regards

Ayana A,
Content Integrity Team



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Anthony Brodie

4 Dec 2024, 03:23 GMT

But it does not contain any factual information therefore it is harmful to my business

Ayana A (Trustpilot Content Integrity)

3 Dec 2024, 16:02 GMT

Hello,

I completely understand the frustration you're feeling. I'm sure I'd feel the same way.

After carefully reviewing the content in question, we would like to inform you that the highlighted sections of the review do not contain defamatory language, nor do they include any harmful or illegal content.

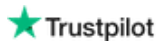
As a result, we have determined that the review complies with our guidelines.

Therefore, we will be upholding the decision to keep the review live on our platform.

We greatly appreciate your understanding, and should you have any further questions or concerns, please feel free to reach out. We are always here to assist.

Best regards,

Ayana A,
Content Integrity Team



We are rated **4.3** out of 5

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Anthony Brodie

2 Dec 2024, 18:34 GMT

Instead of automated AI checks, perform legitimate checks because if you read the reply I sent, they not only are directly lying stating I took their money, I actively encouraged them to contact the bank.

But I know it's pointless sending this email, you let people get away with whatever they want.

Trustpilot System (Trustpilot Content Integrity)

2 Dec 2024, 18:32 GMT

Hi Anthony Brodie,

Thanks for your inquiry about the review by Karl Messer, which you flagged for containing defamatory content.

The assessment

When a review is flagged for this reason, we run it through our AI-powered defamation tool. This tool considers whether the content you've identified, in the context of the whole review, is likely to cause serious harm to someone's reputation or serious financial loss to a business.

Keep in mind that while you may consider the content to be negative, this is different from being defamatory.

The decision

In this case, we've assessed the review and determined that the content you've identified is not defamatory. Therefore, we've reinstated the review and won't be taking any further action.

Tell your side of the story

You can always [reply to this review](#) to address feedback and share your side of the story. Replies appear alongside the review, giving readers the full picture from both perspectives. This builds credibility, shows empathy, and can turn critics into loyal customers.

If you have any questions, please let us know by replying to this email.

Thanks,

Content Integrity Team

★ Trustpilot



We are rated **4.3** out of **5**

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