

**From:** Trustpilot Help <support@trustpilot-help.zendesk.com>  
**To:** Anthony Brodie <Brodies@REDACTED.email>  
**Subject:** Re: This message serves as a formal complaint regardi... - Ticket #34628817 - Ticket #35389509 - Ticket #35805307  
**Date:** Mon, 07 Jul 2025 09:40:23 +0000



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**Abhishek A (Trustpilot Help)**

7 Jul 2025, 10:40 BST

Hello Anthony,

Thank you for getting back to us and let me clarify this further for you.

Search results on Trustpilot are not determined solely by star ratings or the number of reviews. While we don't disclose the exact details of our ranking algorithm, we can confirm that paid placements do not affect the order of organic search results.

Thank you for your understanding.

Kind regards,

**Abhishek A,**  
Content Integrity Team



Trustpilot trades on the London Stock Exchange under the ticker **TRST**

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**Anthony Brodie**

30 Jun 2025, 17:23 BST

This is a follow-up to your previous request [#35389509](#) "Re: This message serves as ..."

Subject: You Ignored Half the Complaint – Manipulated Autocomplete and Rankings Still Unanswered

Dear Abhishek A and Trustpilot Content Integrity Team,

Your last response completely ignored the core issues documented and submitted in my previous email.

You addressed the fabricated "artificial intelligence" tag, but failed to respond to the rest of my complaint — particularly the manipulated search results and ranking fraud shown clearly in the attached screenshots.

Let me remind you what you still have not answered:

1. Why does Trustpilot autocomplete to "Killfeed.DEV", a low-ranked, poorly reviewed, unrelated site that doesn't even appear in the search results unless manually typed?
2. Why are lower-rated companies with fewer reviews ranked above mine in both suggested results and search listings?
3. Why is Legion Killfeed (killfeed.co), the highest-rated, most-reviewed, and only actively reviewed listing, being shown below less relevant entries?
4. What is the actual ranking algorithm used for both autocomplete suggestions and result ordering?

This is not a UX bug. It is clearly algorithmic bias, and it is misleading users by:

- Suppressing legitimate businesses with stronger reputations
- Favoring competitors without transparency
- Displaying manipulated search priority unrelated to performance, rating, or trustworthiness

This violates your public claim to help consumers make smarter choices by artificially promoting lower-rated listings and concealing better-rated ones. It is a deliberate obfuscation of ranking criteria.

I am now demanding, again:

- A detailed technical explanation of how autocomplete and result ranking decisions are made
- Clarification on what factors influence visibility in your system (manual override, paid placement, category bias, etc)
- Immediate re-evaluation of the search relevance and ordering system with written assurance of correction

If these specific issues are not directly addressed in writing, I will be filing additional formal complaints to:

- ACCC for deceptive trade practices and anticompetitive behavior
- Australian Privacy Commissioner for lack of transparency in profiling and suppression
- Public disclosure via consumer advocacy, developer communities, and legal forums

You are suppressing legitimate competition and misleading consumers with dishonest UX and metadata classification. I have provided multiple screenshots as proof. Your silence on these points is an admission of deliberate system manipulation.

Treat this seriously and respond accordingly.

Sincerely,

Anthony Brodie

<https://killfeed.co>

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From: Trustpilot Help <[support@trustpilot-help.zendesk.com](mailto:support@trustpilot-help.zendesk.com)>

Sent: Thursday, June 19, 2025 3:46 PM

To: Anthony Brodie <[Brodies@REDACTED.email](mailto:Brodies@REDACTED.email)>

Subject: Re: This message serves as a formal complaint regardi... - Ticket [#34628817](#) - Ticket [#35389509](#)

[[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ\\_tp-logo-rgb.png](https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png)]

Abhishek A (Trustpilot Help)

19 Jun 2025, 06:46 BST

Hello Anthony,

Thank you for reaching out to us. We fully understand the complexity of your situation and are here to assist you further.

The Top Mentions filter on Trustpilot business profiles is designed to help users quickly find reviews that mention specific keywords. These keywords are generated automatically based on the content of reviews, for example, when certain words or phrases are repeatedly mentioned.

In your case, the term “artificial intelligence” appeared as a top mention because a reviewer referenced your business using a bot. Based on this context, our system automatically categorized it under artificial intelligence.

For your reference, we’ve attached a screenshot below.

[[cid:6853a4333b8a3\\_621570764a0@classic-active-job-outbound-mail-worker-5955cfd465-4dnf6.mail](cid:6853a4333b8a3_621570764a0@classic-active-job-outbound-mail-worker-5955cfd465-4dnf6.mail)]

Please note that we do not manually select or edit the Top Mentions — they are updated dynamically as new reviews come in.

Thank you for your understanding.

Kind regards,

Abhishek A,

Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]

[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]

<<https://www.trustpilot.com/review/trustpilot.com>>

[\[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text\\_zendesk.png\]](https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png)

Trustpilot trades on the London Stock Exchange under the ticker TRST


Anthony Brodie

17 Jun 2025, 16:48 BST

This is a follow-up to your previous request [#34628817](https://trustpilot-help.zendesk.com/hc/requests/34628817) <<https://trustpilot-help.zendesk.com/hc/requests/34628817>> "This message serves as a fo..." Dear Adithyan S. and the Trustpilot Content Integrity Team, I am following up regarding your response dated 26 May 2025, in which you attempted to deflect responsibility for the false, misleading, and reputationally damaging inclusion of "artificial intelligence" as a "Top Mention" on my Trustpilot business profile for killfeed.co. Let me be absolutely clear: This misrepresentation is not only factually incorrect, it is also a violation of multiple Australian consumer protection laws and advertising standards. \_\_\_\_\_ Facts of the Matter: 1. The phrase "artificial intelligence" does not appear in any of the 46 reviews on my profile. \* This is confirmed by your own search system returning "No matches" for the term. \* Yet it is displayed prominently under "Top Mentions", which falsely implies that customers are referencing AI, when they are not. 2. Your autocomplete system suggests competitors who are not even in the Trustpilot listing for that keyword, while simultaneously omitting businesses (such as mine) with higher ratings and more relevance. 3. You previously misclassified my business as using "AI-generated responses" in replies, which was false and had to be manually removed. This proves a repeat pattern of inaccurate classification. 4. Your public claims of "transparency" in disputed reviews directly contradict the lack of transparency in your algorithmic classification system, which you now refuse to disclose or correct. \_\_\_\_\_ Legal Breaches You Are Now Repeating: You are in breach of the following Australian standards and laws: \* Australian Consumer Law (ACL) – Schedule 2 of the Competition and Consumer Act 2010 \* Sections 18 and 29 prohibit misleading or deceptive conduct and false or misleading representations about services. \* Australian Privacy Principles (APPs) \* Your classification falsely associates my business with automated systems it does not use or offer, potentially breaching APP 13 – Correction of personal information. \* ACCC Guidelines on Online Reviews \* You are misrepresenting my business based on metadata, not genuine user reviews, which is deceptive under the ACCC's own published review transparency policies. \* Misleading Advertising Codes \* The inclusion of "artificial intelligence" implies a technological offering that does not exist in my service, misleading both existing and potential customers. Your System Is Not Transparent – You Must Explain This Immediately: Your vague attribution to "the way the reviewer conducted the search" is both nonsensical and deflative. It does not explain: \* Why your "Top Mentions" system invents phrases that are absent from review text. \* Why your autocomplete gives higher visibility to lower-rated, less relevant listings (as evidenced in the attached screenshots). \* How these manipulations are occurring without review evidence. \_\_\_\_\_ I Now Formally Demand: 1. Immediate removal of the "artificial intelligence" Top Mention from my business profile. 2. A full, written explanation of exactly how your "Top Mentions" and "Autocomplete" systems work. \* Why do lower ratings with fewer reviews appear higher? \* Who/what decides which order to list these in? \* Whether these decisions are automated, human-curated, or influenced by third-party indexing? 3. A written assurance that no future references to AI or similar misclassifications will be applied to my

business profile unless directly cited by reviewers. 4. Permanent correction to your backend algorithm to ensure this does not occur again — not just to my listing, but to any business impacted similarly. \_\_\_\_\_ Final Notice Before Escalation: If the above actions are not completed and confirmed in writing, I will proceed with the following: \*

- \* File a formal complaint with the Australian Competition & Consumer Commission (ACCC) for deceptive conduct and lack of transparency.
- \* Submit complaints to the Office of the Australian Information Commissioner (OAIC) for improper data handling and profiling.
- \* Pursue public exposure of your platform’s internal manipulation and false metadata tagging practices, using the extensive evidence already collected.
- \* Notify any partners or consumers who rely on Trustpilot ratings that your AI classification and “Top Mentions” are demonstrably fabricated and untrustworthy. \_\_\_\_\_

You are a publicly traded company (LSE: TRST), and that obligates you to higher standards of accuracy and transparency. Misclassifying my business not once, but twice, is not just sloppy — it's negligent, misleading, and illegal in this jurisdiction. I strongly suggest your team treat this matter with the seriousness it warrants. Sincerely, Anthony Brodie Owner – Legion Killfeed  <https://killfeed.co>

[cid:5da30f58-e63a-4d57-91a6-a81e0d7dc5cf][cid:93960a27-6af5-451e-89f5-54de51193ce2]  
[cid:38c31fe1-b388-4c78-aff1-c66d6823e90e] \_\_\_\_\_ From: Trustpilot Help Sent: Monday, May 26, 2025 5:22 PM To: Anthony Brodie Subject: This message serves as a formal complaint regardi... - Ticket [#34628817](#)<<https://trustpilot-help.zendesk.com/hc/requests/34628817>>

[[https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ\\_tp-logo-rgb.png](https://d1pggke3goo8l6.cloudfront.net/10x7HHXvSWyealMGYmoQ_tp-logo-rgb.png)] Adithyan S (Trustpilot Help) 26 May 2025, 08:22 BST Hello, We hope you're doing well. Regarding the classification issue you mentioned, we wanted to clarify that it was not done by the other side. It appears that the way the reviewer conducted the search has inadvertently led to this outcome. We completely understand how this may have caused some confusion, and we truly appreciate your patience as we looked into it. We're committed to ensuring transparency and accuracy, and we'll make sure this point is clearly communicated going forward. Please feel free to reach out if you'd like to discuss this further. Warm regards, Adithyan S, Content Integrity Team

[<https://emailsignature.trustpilot.com/logo.png>]  
[<https://emailsignature.trustpilot.com/newsletter/en-GB/1/46d6a890000064000500e0c3/stars%402x.png>]  
[[https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text\\_zendesk.png](https://emailsignature.trustpilot.com/signature/en-US/2/46d6a890000064000500e0c3/text_zendesk.png)]

Trustpilot trades on the London Stock Exchange under the ticker TRST Anthony Brodie 20 May 2025, 18:27 BST This message serves as a formal complaint regarding the continued and false misrepresentation of my business on your platform. For the second time, Trustpilot has incorrectly categorized or labeled my business as using “artificial intelligence” in some manner. Most recently, as seen in the attached screenshots, your system includes the phrase "artificial intelligence" under the Top Mentions section on my Trustpilot business profile (<https://www.trustpilot.com/review/killfeed.co>), despite not a single review referencing or mentioning AI in any form. Previously, you falsely included a statement that my business uses “AI-generated replies” to respond to customer reviews — which was not only misleading but entirely untrue. I had to request its removal. I want to make it absolutely clear: My business does not use artificial intelligence in any capacity related to customer service, responses, or automation of Trustpilot interactions. There is no mention of AI in any reviews posted by users, as your own filtering confirms with “No matches” when “artificial intelligence” is searched. These false classifications are damaging, misleading, and legally questionable. I demand the following

immediate actions: Remove “artificial intelligence” from the Top Mentions section of my business profile. Review and permanently correct your classification system to prevent this from happening again. Issue a written confirmation that this false label will not be re-applied in the future without legitimate review evidence. If this is not resolved within 7 business days, I will escalate this further through appropriate legal avenues, including lodging a formal complaint with the ACCC (Australian Competition & Consumer Commission) and other relevant consumer protection bodies. Attached are screenshots clearly proving this misrepresentation.

Attachment(s) Trust Pilot1.png Trust Pilot2.png trust pilot3.png Visit Trustpilot | Help Center | Trustpilot Privacy Policy | Dispute our Decision \_\_\_\_\_

Trustpilot A/S Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark Company no. 30276582 [4EERPN-JDNWN]

Attachment(s)

Proper

Order.png<<https://trustpilotcompliance.zendesk.com/attachments/token/4yGKeSTGI89L1ndq0drr2Z7q/?name=Proper+Order.png>>

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Visit Trustpilot<<http://www.trustpilot.com>> | Help Center<<http://support.trustpilot.com>> | Trustpilot Privacy Policy<<http://legal.trustpilot.com/end-user-privacy-terms>> | Dispute our Decision<[https://trustpilot-help.zendesk.com/hc/requests/new?ticket\\_form\\_id=20760979389597&tf\\_4485399523985=decision\\_dispute\\_process\\_form\\_-\\_user\\_role\\_-\\_business&tf\\_4485409281297=35389509&tf\\_20921283130013=35389509&tf\\_28223032=&tf\\_28203981=>](https://trustpilot-help.zendesk.com/hc/requests/new?ticket_form_id=20760979389597&tf_4485399523985=decision_dispute_process_form_-_user_role_-_business&tf_4485409281297=35389509&tf_20921283130013=35389509&tf_28223032=&tf_28203981=>)>

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Trustpilot A/S

Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark

Company no. 30276582

[9Z50V9-5DW30]

Attachment(s)

[image.png](#)

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Company no. 30276582

**Email Headers (Raw)**

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<b>Date</b>	Mon, 07 Jul 2025 09:40:23 +0000
<b>From</b>	Trustpilot Help <support@trustpilot-help.zendesk.com>
<b>Reply-To</b>	Trustpilot Help <support+id4EG69N-V4ELN@trustpilot-help.zendesk.com>
<b>To</b>	Anthony Brodie <Brodies@REDACTED.email>
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<b>In-Reply-To</b>	<SL2P216MB20291F2392ADB31CFDF74B9DA46A@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
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<b>X-Microsoft-Antispam-Mailbox-Delivery</b>	ucf:0;jmr:0;ex:0;auth:1;dest:I;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90012020)(91020020)(91040095)(9050020)(9100341)(944500132)(2008001181)(4810010)(4910033)(9575002)(10195002)(9320005)(120001);
<b>X-Message-Delivery</b>	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTtHRD0xO1NDTD0z
<b>X-Microsoft-Antispam-Message-Info</b>	/5K8sztFjUrstbveQ5h5CPZ2p/2qkuNy59VIW++I3X8Nbup/CISp2SIYIfDFrp+yzwXmyHfgNPqzh38AzuXF++K9hsL7iftR6+rCr7PqmJMyV6lb3vWftlyu1Y2rp4/CDqWwF6YLABboxEzMXpeR6+kyUTmH8JSTV+ijqN1HSGCwWN0NoiumiW1aUeE4MsngQpqlDXDeX+Bi8URV5ZhlK4IY69fbpwrFhk8ASwvvcEib2lQcCib5M1Xppd3nSJQlh+GMOo5//pqbwajm7R0WIFCO91KA6LvsMND8KqtpWf3vj+rIwXqUWRgecxTl3eWTNz7ShjFxmGGeMrykY4f/NPbpZMg+Q3kzMG0efRKIDjc8VQZ3PWHZadBKUOr+maoSIEVV6xtECHh3Dp3RAldTnaHuHtkqF/qA3fEwG4umMH0xpB3D588iOWvj6Q9C+o8FBg1Mv5RN9BZ+NgLv/k7yMxPURXRnCX9o5cQyzClg64GBRMmQFGI91CcXmm6+J2+kD3SFg11To9MN5+q+oW7tMSE0RiDKNLovAHwkpZ31swolx7+1W39MWfjlcM3AC31sVzxGH6Zov+PXk52fC11Qar4o0gvalayN5Cq7PmhiAcOSqHW5np2Hm3Wa/IopSOxUlb5YkBy9iu20DTSHMNhq0t4JTUEBeGWmyyw2Lf+fWjnTA9jr+bf0WgyXu+I378sol6Sqm13gYALYRgHwuinqshoL832yPgOBnp5WwNcDywy9P/4R/fPQowQdxeZR/NL1wPYkkskvZblcRoYjYR/9bXkPQv1ok61ayyU3iyyNiAvj0TayJR3QWSSlxBezXcEAtYeQmaeVE+H1h/B7E684MOPmPw6YARVZ8Q8JMRrAg0iwbA3vD4nB11q2MQBdhY8dGeBgithx4p5XvIvJEAFaC1rJz3Bgpja+PStzGF0964/q7LnK3YEJdJXj9XNTQ24SA3DWLQJWL39yPLcKH6oyDUz27Wqew87atLITz2Lgj8wrYOBRUpu/YA/ESsLpOQHME3k3xbP0kWsAPJZSnuBVyAyTbnR7bP5755/FgLDziEjX/otyh2lxxg8M0/yq5YmGIYFegWYu5AfPMwFxs+TlxkmmoRe5qSrN2/9Rag6wsrDDaccYDOKnem92usdYvLusy/khOznvTA4Tmcow2K8A9gVhc4TwlxXxwvUMUPvAv3175zKNeHTZWPFOY5JOeeA6x/x/so2pydHIFJ5Q7655JOVPrS+WncZ/7Qxd9myOMRGUnbV+IREawSbHmbnULZ5sfK87qXXIoZAZ9aSeK9ABUN5AokGGBjc7O17+CX6U2TtYO9/Ox6LBDI2f7aScu2TrQFMnptBJmHGx7TFTVcNEpn01v1v45nBiziXTDxWsv1YjI+NQiv45dSRjpl0ffXGu4rBGQzK0DPrFIYgJ9+EMOfg+Eil5UoJdweApUcZJEVt4bNyMvvGBljDOL5fEcpBFbeKf3ioi4ILONtY2rXO+meoF0g2dzbUVyZsFuN+/bnDwWvyzca5rQutU30MHytJ5y22cYo7xaNQFguXmGpF1VX7oS5k9AqUYypRNiWbtLnmxaBkgdE7U/SrXKH1P5VqP7Mz58AbmKs/eKm39B0yJ4UIA7samTdiBs504G72BC/jdqqg64xv2OuW0rchY4GBw/i6kalSOoShn2B5/X170b2AnUJAR/qIqe4An4QUA8KYHxWkq01rzgQai15FrQGEXlrlkEG+X7TmntixF9I3dpxRjgyylZLWeh2Y5RDtIG5
<b>MIME-Version</b>	1.0