Outlook

Subject: Immediate takedown within 12 hours – continued publication after notice, repeated republication since Dec 2024, suppression of legitimate reviews, and misleading "transparency" (Legion Killfeed)

From Soul Legion <legionkillfeed@outlook.com>
Date Tue 8/12/2025 10:25 PM
To legal@trustpilot.com <legal@trustpilot.com>; adrian.blair@trustpilot.com <adrian.blair@trustpilot.com>
Cc eSafety Commissioner <online@esafety.gov.au>; competition@accc.gov.au <competition@accc.gov.au>

5 attachments (17 MB)
the ridiculousness of trustpilot.zip; Moley AKA Karl.zip; Legal + Spam.zip; Executive Summary.pdf; LegitReviewer.png;

To: Trustpilot Legal
Cc: Executive Office, Content Integrity, Privacy

Dear Trustpilot Legal,

This is a formal legal notice from Legion Killfeed. It consolidates the dispute and preserves our rights. Immediate action is required within 12 hours of receipt.

Summary of handling to date
Across several days there have been at least ten separate Trustpilot communications from multiple staff and queues. Messages were duplicative, templated, and often contradictory. Despite my instruction to route all matters to Legal, there has been no coherent legal response while other teams continued to publish, remove, and then republish the same items.

Unlawful reviews still visible after notice
• "Z Doneskies" – updated three days ago. The reviewer concedes they "have had no interaction with your server" yet claims our bot "hasn't worked… for two weeks." The reviewer is not a paying customer and cannot observe or assess processing. This is not a genuine product or service experience.
• "Karl Messer" – 6 Nov 2024. The reviewer did not complete a valid payment and cannot assess performance. This review has been removed and re-added multiple times since December 2024. Each reinstatement republishes notified harm.

Further systemic issues
• At least two verified customers have posted legitimate reviews that were held or filtered. Several others are marked "online" but do not appear on our profile.
• Your "transparency" modules present our business as the issue while the record shows failures in your internal coordination and enforcement.
• Since 16 July there have been at least 108 profile views while these issues persisted, increasing harm.

Coordinated smear activity
The campaign against our business includes accounts and individuals operating on and off Trustpilot, including but not limited to: "cunt", "WARZONE", Trevor Gonzales, Danny Hayes, Daniel Santos, Brett Jones (alias "MrTech9"), Robert McDonovan (alias "Matt Mcglouglin"), and "Z Doneskies". Their activity is documented and has been provided previously. Trustpilot has been on notice.

Legal position
The two live items are not based on genuine customer experiences and contain false statements of fact. Continued publication after notice, and republication since December 2024, creates liability in defamation. Suppressing legitimate reviews while presenting "transparency" modules that imply fault by our business risks misleading or deceptive conduct and false representations under Australian consumer law. All rights are reserved.

Actions required within 12 hours
A. Remove in full the two unlawful reviews identified above and provide a written non-republication undertaking covering the same or substantially similar allegations, including edited or reposted variants.
B. Publish the legitimate customer reviews currently held or “online but not visible”, or provide a written, review-specific reason for each with a clear appeal route.
C. Correct or remove any “transparency” modules that imply wrongdoing by our business while these moderation failures remain unresolved.
D. Provide a single Legal point of contact and a written action log identifying who removed or reinstated each item and when, including every reinstatement of the “Karl/Mosey” review since December 2024.
E. Confirm a litigation hold over all reviewer metadata, moderation notes, decision trails, and internal communications related to these items and the communications sequence.
F. Provide the correct entity and address for service in Australia and the United Kingdom, together with the contact details for your Data Protection Officer, and confirm acceptance of service by email.
G. Confirm the process and lawful basis under which you will disclose identifying data for the accounts listed in the “Coordinated smear activity” section so that we may proceed directly against the individuals responsible.

Next steps
If items A–G are not confirmed in writing within 12 hours, we will proceed without further notice to seek urgent injunctive relief and damages, and to escalate to the relevant Australian regulators. We will also seek costs given the volume of notice, the republication cycle since December 2024, and continued publication during ongoing communications.

Please confirm receipt and immediate action.

Yours faithfully,

Anthony Brodie
Owner, Legion Killfeed
ABN 28387377607

Attachments
• Evidence of two confirmed customer reviews submitted but held or “online but not visible”.
• Communications bundle showing at least ten Trustpilot emails over several days with conflicting and templated responses.
• Screenshots and correspondence for “Z Doneskies”.
• Screenshots and correspondence for “Karl/Mosey”, showing removal and re-addition since December 2024.
• Summary of coordinated smear activity with the accounts and names listed above.