

Subject: 1 HOUR REMAINING! #00243840 - Ticket #37049350 - Ticket #37940331 - #00238048

From: Soul Legion [REDACTED]

Date: Fri 10 Oct 2025, 4:26 PM

To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>, Trustpilot Legal <legal@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Privacy - Trust Pilot <privacy@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>, Support <support@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>

Dear Trustpilot Legal and Content Integrity Team,

As of this writing, approximately 30 minutes remain until the 5:00 PM AEST, 10 October 2025 deadline I set in my letter of 5 October 2025. I have received **no response or compliance** regarding the demanded compensation and remedial actions. This silence is unacceptable and further **evidence of bad-faith** on Trustpilot's part. You may have belatedly removed the defamatory reviews targeting **Legion Killfeed** after sustained pressure, but Trustpilot's liability for the damage caused is **not extinguished** by those removals – especially given the **documented pattern of misconduct** that preceded and followed them. In fact, your platform's own records (and my evidence portal) chronicle *hundreds* of ignored notices and even the **deliberate re-publication** of defamatory content after it had been removed, in what appears to be a retaliatory act. Such actions speak to an institutional failure of integrity and an utter disregard for the harm inflicted.

Additional Evidence – DayZ Multi Tool False Review: To underscore that the Legion Killfeed case was not an isolated incident, I draw your attention to a separate Trustpilot business profile under my ownership – the **DayZ Multi Tool** (dayzmultitool.com). In that case, a known competitor (alias "Kamikaze420") posted a **fraudulent review** under the name "Kyle," falsely claiming that my Discord bot "was used to wipe [his] server" and citing a leaked bot code as proof. This allegation is **patently false and technically impossible** – the bot in question **cannot perform any such destructive action**, a fact confirmed by its code and Discord audit logs. Moreover, the individual behind this "Kyle" profile **never used** the DayZ Multi Tool at all, meaning the review was **entirely fabricated**. We even obtained the perpetrator's own admissions (via Discord screenshots) in which he **bragged about posting fake reviews** against my services. In other words, Trustpilot was presented with **irrefutable evidence** that the review was maliciously false.

How did Trustpilot respond? Rather than remove the obviously fake review, your **Content Integrity team refused to take it down on a mere procedural pretext**. Specifically, I was told that because the review had initially been flagged under the wrong category ("Advertising or promotional content"), your team was "unable to take further action under this ticket" – a **ludicrous excuse** in the face of the evidence I provided. I had, in fact, flagged the review multiple times under various options since 2024, desperately trying to get it addressed, all to no avail. Trustpilot's moderators stuck to script, insisting I re-submit the report under a different reason code instead of simply acting on the **truth** of the matter. This hair-splitting stance effectively **shielded a defamatory lie** behind your workflow rules. Even when I complied and your staff *themselves* re-flagged the review under the proper category, the result was yet another refusal to remove it (until legal escalation forced the issue). Put plainly, Trustpilot **knowingly allowed a fake, harmful review to remain public for over a year** on my DayZ Multi Tool profile – just as it did with the Legion Killfeed reviews – despite having full knowledge that the content was false, posted by bad actors, and in blatant violation of your guidelines. Your own agent eventually acknowledged "multiple accounts" and a deleted review in that scenario, proving that Trustpilot was aware of the reviewer's illegitimacy.

This **pattern of willful inaction and obstruction** by Trustpilot is now abundantly clear. In **two separate business accounts** of mine, your team received detailed proof of *fabricated reviews* (including the perpetrators' **own admissions of fakery**) and proof of *impossible accusations*, yet consistently refused to promptly or properly intervene. Instead, Trustpilot imposed procedural hurdles, delivered boilerplate responses, and even **reinstated defamatory content** after complaints – behavior completely at odds with your advertised commitment to content integrity. By choosing to ignore verifiable falsehoods and by re-publishing defamatory material **after** being notified of its falsity, Trustpilot made itself an active **publisher of defamation** from the moment of notice onward. Australian law is unequivocal on this point: once a platform is notified of defamatory content and fails to remove it, it is **liable as a publisher** for the continuing publication (Fairfax Media v Voller). Trustpilot received not just one notice, but **hundreds** – 382 separate email communications, to be exact – and not only did it fail to remove the harm in a timely manner, it *compounded* it.

The **consequences** of Trustpilot's misconduct have been catastrophic for my business and reputation. As I detailed previously, Legion Killfeed went from a 4.7/5 rating and [REDACTED]. One particularly vile "ABSOLUTE SCAM" post [REDACTED]. The DayZ Multi Tool review by "Kyle" likewise aimed to scare users away with a fabricated horror story, undermining trust in a tool used by thousands. Trustpilot's decision to leave that review live (and even **"re-open"** it after initial removal attempts) until legal action loomed speaks volumes about your platform's priorities. Far from being a neutral intermediary, Trustpilot has shown itself to be an enabler of **false and malicious attacks** – disregarding its own guidelines and deceiving consumers in the process.

Final Demands – 30 minutes to Comply: Given Trustpilot's failure to meet the demands in my 5 October letter, consider this message a **final reminder and last opportunity** to resolve this matter without further escalation. By 5:00 PM AEST today (10 Oct 2025), I require:

- **Written confirmation** that Trustpilot will promptly pay the **compensation** I demanded for the documented losses and

damage to my business (as per the **Post-Removal Compensation Demand** sent earlier), and

- **Execution of the binding undertakings** outlined in the proposed **Deed of Settlement** (previously provided), which include non-repeat assurances and remedial steps to prevent such egregious moderation failures in the future.

If I do not receive an acceptable response by the deadline, I will immediately proceed with the actions I have already put on notice. This includes filing my prepared **defamation lawsuit** against Trustpilot in the Supreme Court of New South Wales without further warning, seeking full damages and legal costs. I will also be lodging formal complaints with the Australian **eSafety Commissioner** and **ACCC**, as well as notifying the **UK Competition & Markets Authority** and the **Danish Consumer Ombudsman** about Trustpilot's conduct. Furthermore, I will publicize Trustpilot's handling of this case – including publishing the extensive evidence (over 1,000 exhibits) of your platform's misconduct – so that other businesses, consumers, and media outlets are aware of the **truth**. Trustpilot's **public image and investor relations** will undoubtedly suffer once it becomes clear how your company has been complicit in defamation and harassment.

Let me be unequivocal: **Trustpilot's opportunity to mitigate this damage is nearly exhausted**. I strongly urge you to reconsider your position in these final hours. Providing the requested compensation and signing the settlement undertakings will resolve this matter today. Refusing to do so will guarantee a protracted legal battle and public exposure that will far eclipse the cost of an amicable settlement. The evidence is overwhelming, and my resolve is firm. If Trustpilot continues to stonewall, you will leave me no choice but to protect my rights and my business through every available legal and public avenue.

I hope to receive your prompt confirmation of compliance **before 5:00 PM AEST**. If instead the deadline passes unmet, consider this email the **culmination of our pre-litigation correspondence** – and prepare for the imminent consequences.

Sincerely,

Anthony Brodie

Owner – Legion Killfeed & DayZ Multi Tool

Australian Business Number: 28 387 377 607

(All rights expressly reserved. This email and prior notices may be used in court to demonstrate Trustpilot's awareness and neglect of the issues at hand.)

NOTE: ALL RESPONSES MUST STRICTLY GO TO MY PRIMARY EMAIL ADDRESS [REDACTED]

The screenshot shows a Trustpilot review interface. At the top, it says "Review of Trustpilot". The reviewer's profile is "Integrity, Righteous, Resolute" with 15 reviews and a location of AU. The review is dated "Aug 5, 2025" and has a title "Despite multiple reports Trustpilot is ignoring the evidence and enabling harassment". The review text describes a smear campaign with fake reviews, one using an obscene slur, and a targeted harassment campaign on social media. The reviewer states they have reported the issue but Trustpilot has not acted. A response from Trustpilot, dated "Aug 9, 2025", is shown below, apologizing and providing instructions on how to report the review and contact the Content Integrity team.

Review of [Trustpilot](#)

Integrity, Righteous, Resolute
15 reviews AU

Aug 5, 2025

Despite multiple reports Trustpilot is ignoring the evidence and enabling harassment

Despite multiple reports, Trustpilot refuses to take down two blatantly fake reviews: one from an account literally named "C*tt" and another from "WARZONE." Both are part of a documented smear campaign that's been reported to authorities in multiple countries.

One review falsely claims my business is "robbing people", posted by an account using an obscene slur as its username (a clear violation of Trustpilot's own rules). The other repeats the same lie within hours, proving it's coordinated.

These aren't real customer complaints. They're part of a targeted harassment campaign started on social media by competitors and bad actors with personal grudges. Some have even admitted to organizing fake chargebacks and mass review-bombing to hurt my business.

I've reported these for defamation, obscenity, and malicious intent, yet Trustpilot insists they "don't breach guidelines." Never mind that one username is literally one of the most offensive words in English.

The damage is real. Potential customers see these lies and walk away. My reputation takes a hit while fake reviews stay up for days... and Trustpilot does nothing.

If you're a business owner, be warned: Trustpilot won't protect you. Even when reviews break every rule in their own Terms of Use, they'll look the other way.

July 30, 2025 Unprompted review

Reply from Trustpilot Aug 9, 2025

Hi there,

We're very sorry to hear about this distressing situation. Usernames containing obscene language are a clear violation of our guidelines, and we take reports of harassment very seriously.

If you have a business account, please flag the review from there. Alternatively, please submit all details and evidence through our contact form. This will allow our Content Integrity team to conduct a full investigation into the matter for you: <https://help.trustpilot.com/s/contact-us>.

If you have already flagged the review, and you think the wrong decision was made, please follow up with our Content Integrity Team so they can take another look and help out.

-Melody, The Trustpilot Team



This bot was used to wipe my server

This bot was used to wipe my server and all it's channels, messages and roles. The Admin/Owner of this bot used a command to do this. This is extremely unprofessional.

Discord bot code was leaked online and code was found to delete all channels, messages.

Replied Share Request information Investigation complete

Aug 8, 2025, 1:02 AM

Investigation complete:

There's a different issue

Aug 7, 2025, 9:04 PM | asoulofone@hotmail.com

Investigating:

Aug 7, 2025, 8:56 PM

Investigation complete:

The review doesn't breach our guidelines for: **personal information**.

Aug 5, 2025, 12:20 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **personal information**.

Aug 5, 2025, 12:04 PM

Reviewer disagreed:

The reviewer hasn't updated their review as they **disagreed** with your request to remove **personal information**.

Aug 4, 2025, 12:02 PM | Anthony Brodie (asoulofone@hotmail.com)

Request sent:

You asked the reviewer to update their review by removing **personal information**.

Jul 31, 2025, 12:39 AM

Investigation complete:

The review doesn't breach our guidelines for: **advertising or promotional content**.

Jul 28, 2025, 8:57 AM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **advertising or promotional content**.

Sep 13, 2024, 11:14 PM

Investigation complete:

The review doesn't breach our guidelines for: **being about a different business**.

Sep 13, 2024, 12:34 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **being about a different business**.

Sep 9, 2024, 11:14 PM

Reviewer didn't respond:

The reviewer didn't react to your request to move their review to another domain before September 9 at 11:14 PM.

Sep 6, 2024, 11:14 PM | Anthony Brodie (asoulofone@hotmail.com)

Request sent:

You asked the reviewer to move their review to another domain.

Aug 26, 2024, 11:47 PM

Investigation complete:

The review doesn't breach our guidelines for: **terrorism**.

Aug 26, 2024, 8:55 PM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review to our Content Integrity Team for: **terrorism**.

Aug 25, 2024, 10:03 AM

Investigation complete:

The review doesn't breach our guidelines for: **not based on a genuine experience**.

Aug 25, 2024, 3:22 AM | Anthony Brodie (asoulofone@hotmail.com)

Investigating:

You flagged this review for: **not based on a genuine experience**.

Hide history

Attachments:

2025.07.03 - DZMT Removal Refusal.pdf

408 KB

2025.08.01 - DZMT - Fake Review.pdf

504 KB

Subject: Re: Subject: Removal acknowledged - 6-day compensation & undertakings (Anthony Brodie v Trpilot Pty Limited & Trustpilot A/S) RE: 00243840 - Ticket #37049350 - Ticket #37940331

From: Soul Legion <[REDACTED]>

Date: Thu 9 Oct 2025, 1:39 PM

To: Trustpilot Legal <legal@trustpilot.com>, Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>

CC: Privacy - Trust Pilot <privacy@trustpilot.com>, Press - Trust Pilot <press@trustpilot.com>, Trustpilot Accounting <accounting@trustpilot.com>, Support <support@trustpilot.com>, "support+id43RZ49-PY2ZY@trustpilot-help.zendesk.com" <support+id43rz49-py2zy@trustpilot-help.zendesk.com>, "support+idLXL5ZG-36YZ3@trustpilot-help.zendesk.com" <support+idlxl5zg-36yz3@trustpilot-help.zendesk.com>, "support+id9Z50V9-5DW30@trustpilot-help.zendesk.com" <support+id9z50v9-5dw30@trustpilot-help.zendesk.com>, "support+id4EG69N-V4ELN@trustpilot-help.zendesk.com" <support+id4eg69n-v4eln@trustpilot-help.zendesk.com>, "support+idVX2P14-3GNGZ@trustpilot-help.zendesk.com" <support+idvx2p14-3gngz@trustpilot-help.zendesk.com>, Trustpilot Content Integrity <contentintegrity@trustpilot.com>

SUBJECT: URGENT DEADLINE REMINDER: LESS THAN 29HRS LEFT - Anthony Brodie v Trpilot Pty Limited & Trustpilot A/S RE: 00243840 - Ticket #37049350 - Ticket #37940331

Deadline: Friday, 10 October 2025, 5:00 PM AEST

Dear Trustpilot Legal and Content Integrity Team,

WITHOUT PREJUDICE SAVE AS TO COSTS

Date: 9 October 2025 (AEST)

Re: Final Settlement Demand – Defamatory Publications on Trustpilot (Legion Killfeed)

1. Calderbank Offer and Imminent Expiry

I refer to my **Calderbank settlement offer** dated 3 October 2025, made by Anthony Brodie trading as *Legion Killfeed*. This offer – on the **same terms as my original 14 August 2025 offer** – remains open for **acceptance until 5:00 PM AEST on 10 October 2025**. For clarity, the settlement terms require Trustpilot to: **(1)** pay AUD \$[REDACTED] in damages, **(2)** publish a corrective notice, **(3)** give binding non-republication undertakings, **(4)** disclose the full moderation audit trail, and **(5)** implement algorithmic corrections to remedy false labels. These terms are detailed in Section 5 below. If you do not **unconditionally accept** all terms by the deadline, I will proceed immediately to litigation without further notice. This letter is **“Without Prejudice Save as to Costs”** and will be **relied upon in court on the issue of indemnity costs** in the event of proceedings.

Notwithstanding Trustpilot’s belated removal of all the flagged defamatory reviews by mid-September 2025, I emphasize that **removal does not extinguish your liability** for the **past publications and republications after notice**, nor for the **systematic bad faith conduct** [REDACTED]

2. Trustpilot’s Unlawful Conduct and Ongoing Breaches

Trustpilot’s handling of Legion Killfeed’s profile has been unlawful and in bad faith at every turn. Despite repeated notices, Trustpilot **published, amplified, and even republished** vicious falsehoods about my business, while obstructing or suppressing truthful content. The following unresolved violations are noted:

- **Continued Publication and Republication After Notice:** Trustpilot received **numerous explicit takedown requests** and evidence proving that certain 1-star reviews of Legion Killfeed were **entirely false and malicious**, yet it failed to remove them expeditiously and in several cases **reinstated** them after removal. Each time Trustpilot was notified of a defamatory review and **chose to keep or republish it**, it became a fresh publication for which Trustpilot is fully liable. Indeed, Trustpilot is **not a passive host** – it **actively curates and moderates content** on its platform. By **blurring** content, applying “archive” status, **un-blurring** or **reinstating** reviews, Trustpilot engaged in editorial acts that **defeat any “innocent dissemination” defence**. Every moment that those reviews remained accessible **after you were put on notice** aggravates the damage to my reputation. Notably, on **11 August 2025**, a Trustpilot representative requested that I “pause” legal action to avoid “wasteful costs,” yet **within hours your Content Integrity team reinstated** a previously removed defamatory review, claiming it “does not breach our guidelines”. This outrageous about-face – asking for a moratorium while **republishing the defamation** – exemplifies Trustpilot’s bad faith and willful disregard of its legal obligations.
- **Denial of Australian Business Number (ABN) and Operator Responsibility:** Trustpilot has given **contradictory and misleading information** about its corporate presence in Australia. On 16 August 2025, Trustpilot staff **denied that Trustpilot operates with an ABN in Australia**; yet on 18 August 2025, your Privacy Counsel identified **“Trpilot Pty Limited (ABN 37 605 147 260), Level 22, 400 George Street, Sydney”** as your Australian entity. This sudden reversal and prior denial are **irreconcilable**. They indicate an attempt to **evade responsibility** under Australian law by obscuring the proper entity. Such misrepresentation is **misleading or deceptive conduct** in breach of the Australian Consumer Law (ACL) – in particular, it gives a false impression about Trustpilot’s legal presence and accountability. Trustpilot must clarify and own up to its status as an Australian operator. (Indeed, as part of settlement, you will be required to **confirm your Australian entity and registered address for service**, see Demand 5.5 below.)

- **Platform-Enabled Defamation via Algorithm and Labels:** Trustpilot’s platform itself contributed to defaming my business through **algorithmic features and mislabelling**. For example, Trustpilot’s automated “Top Mentions”/AI analysis falsely tagged Legion Killfeed as using “AI” to respond to customers – a claim your own staff later admitted was erroneous. This **false AI label** planted the idea that my responses were inauthentic or bot-generated, which is untrue and damaging. By publishing this **misleading algorithmic content**, Trustpilot itself created and spread a defamatory implication about my business (i.e. that we deceived customers by using bots). Trustpilot’s **detection algorithms** also appear to have flagged and hidden legitimate positive reviews (discussed below) while highlighting negatives, further skewing public perception. These automated actions amount to **platform-driven defamation and reputational harm**, for which Trustpilot is responsible.
- **Suppression of Legitimate Positive Reviews and False “Transparency” Metrics:** While malicious fake reviews were being left up, Trustpilot was simultaneously **suppressing or filtering genuine 5-star reviews** from real customers. Trustpilot’s system inexplicably hid or delayed posting of positive feedback for Legion Killfeed, undermining our hard-earned TrustScore. At the same time, your public-facing “Company Activity” **transparency module falsely stated that Legion Killfeed had sent “0” review invitations to customers recently**, painting our business as unengaged. In fact, we had sent many invite requests through the Trustpilot dashboard, which your system recorded, yet the site showed none. This is patently **false and misleading** – it suggests to viewers that we had no satisfied customers to invite, while Trustpilot’s algorithms actively suppressed the satisfied customers’ reviews that *were* submitted. The combined effect is a **deceptive and biased portrayal** of Legion Killfeed’s reputation, for which Trustpilot is accountable. I will be relying on this conduct as evidence of **aggravation** and also as grounds for **misleading and deceptive conduct** claims under ACL s.181.
- **Non-Responsive “Template” Handling of Complaints:** Trustpilot repeatedly responded to serious complaints with **generic, template replies** and procedural obstruction. My numerous flags and legal notices were met with canned responses such as conclusory assertions that flagged reviews “do not breach our guidelines,” without any substantive reasoning. In one instance, the same review was alternately marked “removed” or “filtered” and then shortly thereafter “reinstated/not defamatory,” depending on which Trustpilot agent or system looked at it. These **contradictory moderation outcomes** demonstrate an arbitrary and unreliable system. Rather than properly investigate the clear evidence of falsehood, Trustpilot’s Content Integrity team issued **boilerplate refusals** and even **declared the matter “closed”** while defamatory content was still live. On 27 August 2025, Trustpilot’s legal correspondence unilaterally stated “the matter is closed” and even **threatened to pursue costs** against me for persisting. Such responses – failing to engage with the detailed evidence I provided, and relying on form-letter tactics – highlight Trustpilot’s bad faith. The law obliges you to act expeditiously once notified; instead, Trustpilot stalled and stonewalled with template language, allowing the damage to compound.
- **Revenge Reinstatements and Algorithmic Retaliation:** The timing of Trustpilot’s actions suggests a **retaliatory motive**. As noted, on multiple occasions when I escalated the issue (through formal legal letters or press attention), Trustpilot swiftly **reactivated** reviews that had been previously removed, or suddenly surfaced new false reviews. For example, after I sent a legal notice on 11 August 2025, the hostile “WARZONE” review was **reinstated on the same day**, in what appears to be a punitive response. This pattern – content restored *specifically following* legal complaints – betrays an intention to intimidate and discourage me from pressing my rights. It also completely undermines any claim that Trustpilot was impartially applying its guidelines; instead, the moderation system was **weaponized to amplify defamatory content** at the precise moments I sought redress. Such conduct will be relied on as evidence of **malice** and aggravation.
- **Facilitation of Broader Harassment Campaign:** Trustpilot’s failure to promptly remove the false reviews not only caused direct harm on your platform, but also **emboldened a cross-platform harassment campaign** against Legion Killfeed. The individuals behind the fake Trustpilot reviews were part of a coordinated group targeting my business and even my family. Trustpilot gave them a veneer of credibility and a wider audience, which fueled further abuse on other platforms (Discord, Reddit, Facebook, etc.). The situation escalated to the point where harassers, empowered by the persistence of defamatory Trustpilot reviews, engaged in doxxing and even targeted my **minor children**, requiring intervention by law enforcement. Trustpilot’s intransigence thus had **real-world consequences** far beyond a webpage – it facilitated ongoing harassment that forced me to seek help from police and online safety regulators. This egregious aspect of the case significantly aggravates the wrongdoing. No business (or its owner’s family) should have to endure such attacks due to a platform’s refusal to enforce its own standards after being put on notice.

In summary, Trustpilot’s conduct in this matter has been **legally indefensible**. You have **knowingly published false and defamatory statements, republished them after notice**, misrepresented your legal status, skewed the public portrayal of Legion Killfeed through both **action and inaction**, and obstinately refused to correct or apologize for the harm caused. These acts and omissions form the factual basis of our claims, as outlined below.

3. Legal Analysis – Trustpilot’s Liability Under Australian Law

3.1 Defamation – Publisher Liability After Notice: Trustpilot is liable as a **publisher of defamatory content** posted by users on its platform, especially after you were notified of its defamatory nature. The High Court of Australia’s decision in *Fairfax Media Publications Pty Ltd v Voller 2021HCA 27* confirmed that even those who operate online platforms or pages are considered **publishers** of third-party content if they **facilitate and encourage its publication**. In other words, hosting user reviews and providing the tools for their dissemination renders Trustpilot a publisher at law – and this is only made *more* clear-cut once you have knowledge of a defamatory matter and **continue to allow it to be available**. Here, Trustpilot was repeatedly put on notice of specific false allegations (via flags, emails, and formal legal notices), yet it **failed to remove them within a reasonable time and in fact reinstated some**. Under Australian defamation principles, **each time a defamatory review was accessed after you had knowledge, it constituted a fresh publication** for which Trustpilot is liable. This greatly increases the scope of damages (each republication *aggravates* the harm). Trustpilot cannot hide behind the notion that it was a mere passive platform – your own actions (blurring,

reviewing, archiving, reinstating content) demonstrate active editorial involvement. By exercising control over what is displayed, you assume legal responsibility. Indeed, Trustpilot's role is far more active than that of a search engine listing results; it **actively solicits reviews, curates them, and displays them with Trustpilot's branding and algorithmic rankings**. Thus, the rulings in *Voller* and similar cases squarely apply – **Trustpilot is a publisher of the defamatory reviews**.

Importantly, Australia has recently introduced the **Model Defamation Amendment (Digital Intermediaries) Provisions 2023**, implemented in NSW through the Defamation Amendment Act 2023 (NSW). These new provisions (effective July 2024) provide a conditional defense to digital intermediaries, but **only if certain strict requirements are met**. Under the new s.31A (innocent dissemination defense for digital intermediaries), a platform must **have an accessible complaints mechanism** and, crucially, upon receiving a written notice of defamation, the intermediary must take **"reasonable access prevention steps" (e.g. removal or blocking) within 7 days** of the complaint. If the platform fails to remove the content within that grace period, it **loses the benefit of the defense**. In this case, Trustpilot manifestly failed to meet these conditions. I provided detailed written complaints and notices from early August 2025 onwards; not only did you *not* remove the defamatory posts within 7 days, you kept them up for weeks and even re-published some after initially removing them. Thus, even if these provisions were in force now, Trustpilot would not be exempt – on the contrary, your behavior exemplifies **exactly what the law seeks to prevent** (ongoing publication after notice). The current law (even before the 2023 amendments take effect) similarly offers no protection: the traditional **"innocent dissemination" defense (Defamation Act 2005 (NSW) s 32)** is unavailable to you because that defense is lost once a publisher is on notice of the defamation and has the ability to remove it. Trustpilot had the requisite knowledge and ability, yet failed to act. In sum, **Trustpilot is squarely liable for defamation** as a primary publisher from the time of notice forward, and there are no statutory safe-harbours that excuse your inaction. (Even at common law, the *very moment* Trustpilot was notified and did not promptly remove the content, you became legally **"publication with knowledge"** – a highly culpable publisher.)

3.2 Serious Harm to Reputation (Defamation Act s.10A): Legion Killfeed easily satisfies the **"serious harm" threshold** required under Australia's defamation law (introduced by the 2021 amendments, Defamation Act 2005 (NSW) s.10A). The false accusations (e.g. calling my business a "scam" that "deletes servers") were **of a gravely defamatory character**, and their widespread publication caused **serious harm to my personal and business reputation**. Under s.10A, a for-profit corporation like mine (which is an **excluded corporation** with fewer than 10 employees, and thus permitted to sue) must show "serious financial loss" as part of serious harm. That element is clearly met here: as detailed in Section 4 below, Legion Killfeed [REDACTED] [REDACTED] contemporaneous with the defamatory campaign on Trustpilot. The [REDACTED] [REDACTED] directly flowed from the reputational damage inflicted by the Trustpilot reviews (many customers specifically cited the negative Trustpilot content). Thus, both qualitatively (the nature of the imputations) and quantitatively [REDACTED] [REDACTED] harm is undeniably "serious." I note that in NSW, **proof of actual damages is not required to establish liability** – only the serious harm threshold must be met. Nevertheless, here there is concrete damage quantifiable in monetary terms ([REDACTED] [REDACTED]), which will be pursued as part of total damages. In short, the defamatory publications have caused serious harm within the meaning of the Act, removing any doubt about the viability of the defamation claims.

3.3 Other Causes of Action: In addition to defamation per se, Trustpilot's conduct gives rise to **multiple other legal claims**:

- **Injurious Falsehood:** Independently of defamation, the coordinated publication of falsehoods on your platform with **malicious intent** satisfies the elements of the tort of *injurious falsehood*. The reviews in question contained **false statements** about my business (e.g. accusing us of fraud/scams and nonexistent practices), made **with malice** (the reviewers were not genuine customers and had the motive of harming my business), and these publications have caused **actual economic loss** (as detailed below). Trustpilot, by republishing and refusing to remove these known falsities, is liable for injurious falsehood as a joint tortfeasor or primary publisher. Your platform's conduct in knowingly allowing malicious falsehoods to persist – and even reinstating them – demonstrates the requisite intent or reckless disregard for the truth. The evidence will show a **pattern of willful blindness and retaliation**, which supports a finding of malice. I will be seeking aggravated damages and also **exemplary damages** on this basis in causes of action where punitive damages are available (noting that while the Defamation Act limits certain damages, the **economic tort of injurious falsehood** is not subject to the defamation damages cap or the bar on exemplary damages). The malicious campaign facilitated by Trustpilot is precisely the kind of egregious conduct this tort is meant to address.
- **Misleading or Deceptive Conduct (ACL):** Trustpilot's actions and representations also violate the **Australian Consumer Law** (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). Section 18 of the ACL prohibits conduct in trade or commerce that is misleading or deceptive (or likely to mislead or deceive). Here, Trustpilot engaged in misleading conduct by, inter alia, **misrepresenting the status of Legion Killfeed's reviews and TrustScore** (through the false "no recent invites" transparency metric and algorithmic flags that implied something was wrong with our positive reviews), and by **providing contradictory information about Trustpilot's own business presence** (the ABN issue discussed above). These actions are capable of misleading consumers and businesses: they create a false impression that Legion Killfeed had poor engagement or was flagged for issues, and a false impression about Trustpilot's local operations and responsibilities. Furthermore, Trustpilot's public-facing posture of being a neutral platform with robust "Content Integrity" is belied by its actual practices – this discrepancy is misleading to consumers (businesses and end-users alike) who rely on Trustpilot's representations. We also note possible breaches of **ACL s.29(1)(g)** (false representations about the characteristics or quality of services) given Trustpilot's failure to apply its own content standards despite implying to users that fake reviews would be handled. Trustpilot's template responses and "closed matter" claim also border on **misleading conduct** in that they misrepresented the outcome (claiming the issue was resolved or not defamatory when in fact it was unaddressed and defamatory) in an attempt to deter further action. These statutory wrongs will be pleaded in the alternative, and I put you on notice that they carry their own

- remedies and potential pecuniary penalties.
- **Negligence (Duty of Care):** Separately, we allege Trustpilot was **negligent** in the operation of its platform and content-moderation systems. Trustpilot owes a duty to take reasonable care to prevent foreseeable harm to those affected by content on its site once it is aware of a problem. Having been notified repeatedly of the defamatory material and its falsity, a reasonable online service provider would have removed or at least investigated and paused publication of the material. Your failure to do so — contrary to your own terms of use and content guidelines — constitutes a breach of duty. The harm to my business was not only foreseeable, it was **foreseen** (I explicitly warned you of it in multiple communications). Trustpilot’s negligence in content moderation (e.g. the inexplicable delays, failing to catch blatant violations like a user named “Cunt” until multiple reports, and reinstating content without due diligence) directly caused or exacerbated the damage. The losses outlined below were the direct result of this negligent inaction.
 - **Breach of Contract (Terms of Service):** As a business using Trustpilot’s service, I relied on Trustpilot’s Terms of Service and representations that reviews must be based on genuine experiences and that inappropriate content would be removed. Trustpilot’s knowing publication of fake reviews and failure to enforce its own User Guidelines against clearly violative content (obscene language, false accusations, non-genuine reviews) amounts to a breach of the implied and express terms of the contract between us. Trustpilot effectively promised a platform for honest reviews and an avenue to report abuse; by doing the opposite (promoting lies and ignoring legitimate reports), Trustpilot has violated the trust and bargain with its user (Legion Killfeed). This breach has caused my business economic loss. While this aspect will likely be secondary to the tort claims in court, it underscores that Trustpilot failed to fulfill duties it undertook in its agreement with listed businesses. We reserve the right to pursue this contractual claim as well.

In summary, the legal case against Trustpilot is multi-faceted and overwhelming: **defamation** (with aggravation), **injurious falsehood**, **misleading and deceptive conduct**, **negligence**, and **breach of contract** are all in play. Trustpilot’s conduct offends numerous laws meant to protect individuals and businesses from exactly this kind of harm. There is **no viable defense** for Trustpilot’s actions. Truth is not available (the reviews are provably false), nor is honest opinion (they were assertions of fact by non-customers). The **innocent dissemination defense is forfeited** after notice. Any attempt to claim the “providers of interactive computer services” immunity under US law (Section 230, Communications Decency Act) is irrelevant here — Australian law applies, and in any event Trustpilot became an **active publisher** by its actions. Even the new “conditional shield” for internet intermediaries (2023 reforms) would fail for Trustpilot given your lack of timely action. Finally, Trustpilot’s bad faith will strip away any chance of a court exercising discretion in your favor on remedies. The law entitles me to full redress, and I will seek nothing less.

4. Reputational and Financial Harm to Legion Killfeed

The damage caused by Trustpilot’s conduct is **severe and quantifiable**. Legion Killfeed is a small Australian business (ABN 28 387 377 607) with a global customer base and a strong reputation prior to this incident. Before the defamatory reviews, we had a Trustpilot **TrustScore of 4.7 out of 5** from genuine customer feedback. We had [REDACTED] **customers** [REDACTED] **are paying customers worldwide** since inception. Our service (a DayZ game server killfeed tool) enjoyed **rapid growth — 2,000% increase in revenue over 17 months** — and an active community following. All of that was jeopardized once Trustpilot allowed malicious actors to tarnish our online profile in August–September 2025.

Empirical evidence of harm: As a direct result of the false reviews and their persistence:

- **Customer Loss:** Our [REDACTED] On 8 June 2025, Legion Killfeed [REDACTED]; by 28 September 2025, we had only [REDACTED] in our customer base. This correlates exactly with the timing of the defamatory review campaign: the decline accelerated through August and September 2025 as the fake reviews accumulated and remained visible.
- **Revenue Decline:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] immediately following the August 2025 wave of defamatory postings and reinstatements. This timing is not coincidental; it demonstrates **causation**.
- **Cancellations and Churn:** We have documented proof that many customers who cancelled or chose not to renew cited **online reputation concerns** or directly referenced negative Trustpilot reviews. The negative reviews were highly visible and would be one of the first things a potential client saw about Legion Killfeed. Thus, Trustpilot’s publication of those lies **directly turned away business**. [REDACTED] were “directly correlated” with the reviews. In a but-for sense, absent Trustpilot’s misconduct, these customers would likely have remained with us.
- **Damage to Goodwill and Future Sales:** The harm is not only in [REDACTED] but in long-term **reputational damage**. The false narrative (that Legion Killfeed scams users and “deletes servers”, or that our positive feedback was somehow fake) seriously eroded trust in our brand. It poisoned our search results and is no doubt still dissuading countless potential customers who saw those Trustpilot entries during the period they were live. Quantifying lost opportunities is difficult, but the steep drop-off in new user sign-ups from August onward is telling. Whereas we were gaining dozens of new subscribers each month before, after the negative reviews, new sign-ups slowed dramatically. [REDACTED]
- **Personal Distress and Business Distraction:** As the owner-operator, I have had to dedicate enormous time and resources to

counteracting this reputational attack [REDACTED]

[REDACTED] of labor and opportunity cost since late 2024) is part of our special damages claim. Moreover, the stress and anxiety caused by seeing my good name and business sullied on a major platform have been significant. I have effectively had to put expansion plans on hold. All of this harm was **foreseeable** to Trustpilot once I alerted you to the falsity of the posts – yet you allowed it to compound.

To ensure transparency, I have compiled a detailed **financial impact analysis** with supporting documentation. The **subscriber_metrics.json** data file [REDACTED]

[REDACTED] The numbers tell a clear story of a business severely harmed during the exact period of Trustpilot's inaction. This satisfies the "serious financial loss" requirement for defamation of a corporation in NSW (s.10A) and will strongly influence the damages assessment.

In terms of reputation, prior to these events Legion Killfeed enjoyed an excellent standing in the community – we had partnerships with major gaming content creators [REDACTED] Trustpilot's publications took a heavy toll on that hard-earned goodwill. Even though the offending reviews have now finally been removed (as of late September 2025), **the damage has been done**. Customers who left are not easily won back; the stigma attached to those defamatory claims may linger. Only a public correction and vindication (as demanded below) can begin to undo this harm.

Quantified Damages: For settlement purposes, I have quantified my damages as follows (and these figures align with the amounts in my Calderbank offer and draft pleadings):

- **General (Non-Economic) Damages:** [REDACTED] – This reflects the **serious harm to reputation and emotional distress**. This figure is set equal to the current statutory cap for non-economic loss in defamation [REDACTED]. Given the multiple publications and aggravating factors, a court could potentially award up to the cap for general damages, and possibly exceed it if aggravated damages are considered separately (see below).
- **Aggravated Damages:** [REDACTED] – This is an additional sum to account for Trustpilot's **aggravating conduct**, including **intentional republication after notice**, lack of apology, threats against me (e.g. cost threats), and the **algorithmic misrepresentations** (like the false AI label and suppression of positives) that worsened the harm. Trustpilot's conduct has been high-handed and in willful disregard of my rights, which justifies a substantial aggravated damages component. (Note: Under s.35 of the Defamation Act, aggravated damages can be awarded on top of the cap for non-economic loss, and your behavior here merits that.)
- **Special Damages (Economic Loss):** Approximately AUD \$ [REDACTED] – This represents the **quantifiable financial losses** suffered [REDACTED] from November 2024 through the present). It includes the [REDACTED] [REDACTED] This figure is backed by [REDACTED] which are part of the evidence. Notably, this figure will continue to climb if the business does not recover; the quicker Trustpilot remedies the situation (through settlement and corrective action), the better chance I have to mitigate ongoing loss.
- **Legal Costs:** (To be determined) – I [REDACTED] [REDACTED] I will be seeking costs on an **indemnity basis** from the date of the first offer (or at least from the date of expiry of the Calderbank offer). In a settlement context, I expect Trustpilot to **cover my costs** as part of any resolution (see Demand 5.1 below).

In total, the damages I intend to claim in court would exceed [REDACTED] million (exclusive of interest and costs). My current **settlement demand of AUD \$ [REDACTED]** was calibrated to include all heads of damage (general, aggravated, special) in a single lump sum. This amount is **very reasonable** in light of the harm – especially considering that in at least one analogous case (*Barilaro v Google*), the court awarded a single individual **\$715,000 in general damages** for defamatory YouTube videos, specifically noting the platform's failure to remove them despite complaints. Here, my business and I have suffered comparably egregious harm, amplified by Trustpilot's conduct. Should this go to judgment, Trustpilot faces not only comparable general damages, but also aggravated damages for the post-notice conduct, as well as economic loss that pushes the total well above the seven-figure mark.

5. Settlement Demands (By 10 October 2025)

Without prejudice to the above rights and claims, I am willing to resolve this matter if **ALL** the following demands are met in full. This is a **final opportunity** to avoid litigation. As noted, **acceptance must be communicated in writing by no later than 5:00 PM AEST on Friday, 10 October 2025**, together with your undertaking to fulfill each item below. **Partial or conditional compliance is not acceptable** and will result in immediate court action.

5.1 Payment of AUD \$ [REDACTED] in Damages: Trustpilot must pay AUD \$ [REDACTED] to Anthony Brodie (trading as Legion Killfeed) as compensation for the defamation and related harm. This amount represents the total damages for all causes ([REDACTED] [REDACTED] as outlined above. It has been calculated conservatively and is the same sum proposed in my earlier Calderbank offer (14 August 2025). In effect, I am giving Trustpilot the chance to cap its exposure at this amount. The payment terms (such as bank account details and timeframe) can be formalized in the settlement deed, but generally I require full payment within 7 business days of acceptance.

5.2 Indemnity for Legal Costs: In addition to the above damages, Trustpilot must **reimburse my legal costs on an indemnity (solicitor-client) basis**. This includes all costs incurred to date in pursuing this matter, as well as any costs reasonably incurred in formalizing the settlement. While my preference was to [REDACTED] to [REDACTED] I will be entitled to seek **indemnity costs from the date of the first offer** due to Trustpilot's unreasonable refusal. Settling now will avoid that additional liability. In any resolution, I expect a clause that **Trustpilot will bear all my legal costs** (to be agreed or assessed).

5.3 Publication of a Corrective Notice: Trustpilot must publish a **prominent corrective notice** on the Legion Killfeed Trustpilot profile (and, if requested by me, on Trustpilot's newsroom or a similar public-facing page). The notice must: (a) **acknowledge that the defamatory reviews were not based on genuine customer experiences and should not have been published**; (b) acknowledge that some of those reviews were mistakenly reinstated by Trustpilot after removal; (c) state that Trustpilot has removed the false reviews and that those reviews **should not be relied upon** by readers; and (d) include an **apology** for the harm caused to Legion Killfeed. I am open to negotiating exact wording, but it must be satisfactory to me and truthful. The notice should be displayed on our profile for a **minimum of 12 months** so that anyone visiting sees the correction. The purpose is to restore some of the reputation lost and inform the public of the truth. This is a non-negotiable term, as it is the only way to counteract the lingering effects of the defamation short of a court judgment. (For reference, Exhibit 02 in the evidence bundle is the Trustpilot letter of 27 August wherein you refused to do this; that stance must now change.)

5.4 No-Republication Undertakings: Trustpilot must provide a firm **undertaking that the removed defamatory reviews (or any substantively similar content) will not be republished** on its platform. This includes an undertaking to **prevent any future attempts** by the same malicious actors to post false reviews about Legion Killfeed. In practical terms, Trustpilot should **permanently block or ban the user accounts** that were involved in this harassment (e.g. accounts named "WARZONE", "Cunt", "Danny Hayes", "Robert McDonovan", etc.) unless and until those users verify with documentation that they were genuine customers (which they cannot, as they were not). Additionally, Trustpilot needs to implement **technical safeguards** so that if any of those defamatory allegations (e.g. "scam, deletes server") are posted again, they are automatically flagged and not published. Essentially, I require that Trustpilot's systems **never again allow the same defamatory lies to appear** on the Legion Killfeed page. As part of this, Trustpilot should also set up an **expedited review / escalation process** for any future flags I submit, to ensure prompt removal (within 24 hours) of any obviously false or malicious content. These undertakings should be incorporated into the settlement deed, and I will hold Trustpilot accountable for any breach of them.

5.5 Restoration of Legitimate Content: Trustpilot must **restore all legitimate customer reviews of Legion Killfeed that were improperly filtered or suppressed** by its algorithms. During the period in question, several real 4-star and 5-star reviews from my actual clients were hidden (either marked "filtered" or delayed) and thus did not count toward our TrustScore. As part of the remedy, those bona fide reviews should be reinstated to public view and counted, thereby partly restoring our TrustScore to where it should have been. If, for any reason, certain genuine reviews cannot be reinstated (for example, if the customer can't be contacted to re-confirm), Trustpilot should discuss an appropriate solution (such as allowing new genuine reviews or adjusting the TrustScore to account for them). The principle is that Trustpilot **owes a duty to ensure an accurate reflection of legitimate feedback**. The suppression of positives was one of the insidious harms in this case, and merely removing the negatives is not enough – the positive feedback needs unsuppressing. Additionally, any **unwarranted "suspicious behavior" flags or notices** on our profile (placed due to us flagging reviews, etc.) must be removed. Legion Killfeed's profile should be **fully cleaned of any stain** that resulted from Trustpilot's one-sided moderation.

5.6 Disclosure of Moderation Audit Trail: Trustpilot must provide a **complete audit trail of all moderation and administrative actions** related to Legion Killfeed's reviews from 1 August 2024 to present. This includes (but is not limited to): all records of when each defamatory review was posted, flagged, "investigated," removed, blurred, reinstated, etc.; internal correspondence or notes by content moderators discussing our case; identification of the Trustpilot staff (by anonymized ID if necessary) who made the decisions; any **"detection logic" or automated scoring that was applied** to our incoming reviews; and the "Company activity" log that shows invites sent from our account (to expose the glitch/false display in that module). In short, I want the **full picture of how Trustpilot handled our profile behind the scenes**. This disclosure is important for two reasons: (1) to allow verification that all malicious content is truly gone and to understand how the failures occurred (so they can be prevented going forward); and (2) as part of the transparency and accountability that Trustpilot owes after the damage done. In litigation, I would obtain these records via discovery in any event – providing them now is part of acting in good faith to resolve the matter. The disclosed logs and data will of course be kept confidential and used only for legal purposes. I also request as part of this item a copy of any **Trustpilot "Content Integrity" policies or guidelines** (internal manuals) that were in effect during this saga, to compare what should have happened with what did.

5.7 Confirmation of Australian Legal Entity and Service Details: Trustpilot must formally confirm and **acknowledge its Australian corporate presence and agent for service**. Specifically, I require a letter on company letterhead (to be annexed to the settlement deed) confirming: (a) the exact legal name of the Australian entity (it appears to be "Trustpilot Pty Limited" – noting your correspondence had a typo as "Trpilot") and its ACN/ABN (which is 37 605 147 260 as you eventually provided); (b) that this entity is involved in operating the Trustpilot platform in Australia or representing Trustpilot A/S for Australian users; and (c) that this entity will accept service of any legal documents on behalf of Trustpilot going forward. Additionally, provide the registered business address in Australia and the contact details of an appropriate **Australian legal representative** who would handle this matter if litigation ensues. This demand is prompted by the confusion created by Trustpilot's prior denials of having an ABN. I insist on clarity so that any future legal steps (if needed) are not encumbered by jurisdictional or service disputes. Basically, Trustpilot needs to **"show up" in Australia**

Govern yourselves accordingly. I urge Trustpilot to take this final chance to resolve the matter privately and ethically, rather than compounding the mistakes that have led us here.

I look forward to your prompt confirmation that all the above terms will be honored. Failing that, see you in court.

Yours faithfully,

Anthony Brodie 

Owner/Developer - ABN: [28387377607](#)

[REDACTED] h-i.d [REDACTED]

(All rights reserved. All offers in this letter are made without prejudice save as to costs and will be relied upon in any proceedings regarding indemnity costs.)

REFERENCES:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [Internet intermediary liability for defamatory thi... | Clayton Utz - https://www.claytonutz.com/insights/2023/september/internet-intermediary-liability-for-defamatory-third-party-content-in-australia-the-next-chapter](https://www.claytonutz.com/insights/2023/september/internet-intermediary-liability-for-defamatory-third-party-content-in-australia-the-next-chapter)
- [Google ordered to pay John Barilaro \\$715,000 over 'vulgar' YouTube videos - ABC News - https://www.abc.net.au/news/2022-06-06/nsw-barilaro-v-google-defamation-judgment/101128344](https://www.abc.net.au/news/2022-06-06/nsw-barilaro-v-google-defamation-judgment/101128344)

From: Soul Legion <[REDACTED]>

Sent: Sunday, 5 October 2025 11:07 AM

To: Trustpilot Legal <legal@trustpilot.com>; Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Cc: Trustpilot Legal <legal@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Trustpilot Accounting <accounting@trustpilot.com>; Support <support@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; compliance@trustpilot.com <compliance@trustpilot.com>

Subject: Subject: Removal acknowledged - 6-day compensation & undertakings (Anthony Brodie v Trpilot Pty Limited & Trustpilot A/S) RE: [REDACTED]

Deadline: Friday, 10 October 2025, 5:00 PM AEST

Dear Trustpilot Legal and Content Integrity Team,

All the defamatory reviews targeting **Legion Killfeed** have now been removed following sustained legal pressure and evidence submissions. However, this belated removal **does not extinguish Trustpilot's liability** for the **past publications** of those false allegations and their **re-publication after notice**. Your platform's own records and our evidence portal (at [REDACTED] document over **1,075 primary exhibits** demonstrating: (1) systematic bad-faith moderation practices (e.g. 382 ignored notice emails and inconsistent policy enforcement), (2) deliberate reinstatement of removed defamatory content immediately after legal complaints (indicative of retaliatory intent), (3) severe reputational and financial harm caused to my business (including a collapse of [REDACTED] and a [REDACTED] directly tied to the false reviews), and (4) a broader coordinated harassment campaign across Facebook, Discord, and Reddit that Trustpilot's inaction facilitated. In short, Trustpilot had full knowledge of the falsity and harm of these reviews yet chose to escalate the damage rather than mitigate it. The legal context and consequences can be summarized as follows.

Legal Violations and Liability

- **Defamation (Australian Common Law):** The content Trustpilot published on its platform about me and my business was blatantly false and gravely defamatory. The reviews contained egregious lies – including extreme accusations clearly intended to ruin my reputation – that have caused serious injury to my personal and professional standing. Under Australian defamation law, these publications meet all elements of defamation: they were communicated to third parties on Trustpilot's site, they carried defamatory imputations (e.g. calling my business a "scam" and worse), and they clearly identified Anthony Brodie / Legion Killfeed as the subject. Trustpilot, by hosting and actively disseminating this content to Australian readers, is liable as a primary publisher of the defamatory material.
- **Publisher Liability After Notice (Fairfax v Voller [2021] HCA 27):** Once Trustpilot became aware that these reviews were false and defamatory, it had a legal duty to remove them. Under the High Court's ruling in Fairfax Media Publications Pty Ltd v Voller [2021] HCA 27, an online platform with control over content that continues to host or resurface defamatory material after receiving notice is deemed a publisher of that material and is liable for it. Here, I provided explicit notice of the

defamation repeatedly – 382 emails from July 2024 to Sept 2025 – yet Trustpilot not only failed to remove the injurious content promptly, it reinstated reviews that had been taken down, flipping them back online after my complaints. Each such intentional re-publication after notice constitutes a fresh publication in law, carrying renewed liability for Trustpilot. In other words, by deliberately restoring and continuing to publish the false reviews despite being put on notice, Trustpilot assumed full liability for defamation from the point of notice onward.

- **Serious Harm Threshold (Defamation Act 2005 NSW, s 10A):** The Defamation Act's "serious harm" requirement (inserted by s 10A) is unequivocally satisfied in this case. I am a small business operator (an "excluded corporation" under s 10 of the Act), and the evidence shows I suffered serious financial loss directly caused by the defamatory campaign on your platform. Before the false reviews, Legion Killfeed had steady growth and a 4.7/5 reputation. After the defamatory postings, our monthly [REDACTED] in the same period. One particularly vile "ABSOLUTE SCAM" review [REDACTED] overnight. This deep financial and reputational damage – [REDACTED] gone – is directly and temporally correlated with Trustpilot's publication and re-publication of the defamatory material. It clearly rises to "serious harm" under s 10A.
- **Misleading and Deceptive Conduct (Australian Consumer Law, s 18):** Trustpilot's handling of this matter also breached Australian consumer protection law. Section 18 of the Australian Consumer Law (ACL) prohibits misleading or deceptive conduct in trade or commerce. Trustpilot markets itself as a platform for authentic customer reviews, but in this case it presented fake, malicious testimonials as if they were genuine, deceiving consumers about my services. By displaying obviously fabricated reviews (from individuals who were never actually my customers) as legitimate feedback, and by simultaneously suppressing or ignoring genuine positive reviews, Trustpilot misled the public and potential clients about the quality and integrity of my business. The platform's implication that reviews are vetted or based on real experiences was blatantly false in this instance – a fact Trustpilot knew or ought to have known from the evidence I provided, yet it continued to give a misleading impression of my business on a public forum.
- **False or Misleading Representations (ACL, s 29(1)(a) & (g)):** In addition, Trustpilot made specific false representations in connection with the supply of its services to my business, in violation of s 29 of the ACL. Not only were the defamatory reviews themselves false representations about my business (suggesting it is a fraud or scam), but Trustpilot's own platform features contributed to misinformation. For example, the "Company Activity" section on my Trustpilot profile falsely indicated that Legion Killfeed had sent "o" review invitations to customers – a bogus statistic contradicted by our records of invitations. This wrongly implied to readers that I was attempting to hide feedback or had no real customers, which is untrue. Furthermore, Trustpilot applied AI-generated summary tags ("Top Mentions") to my profile that grossly mischaracterized my services and support methods. These misleading labels and representations – suggesting, for instance, that I had poor service or that the reviews were organically generated – are false and breach s 29(1)(a) (misrepresenting quality of services) and s 29(1)(g) (misrepresenting testimonials or endorsements). Trustpilot's conduct in publishing and algorithmically amplifying false negative content while presenting it as authentic feedback is squarely within the realm of false and misleading representations to the public.
- **Failure to Meet Moderation Standards (Notice-And-Takedown Breaches):** Trustpilot utterly failed to uphold basic standards of content moderation and its own terms of service, especially after receiving legal notice. Over 382 separate email communications (from mid-2024 through 2025) I provided detailed proof that the reviews were false – including server logs, transaction receipts, and other technical evidence – and repeatedly begged for removal. Despite this, Trustpilot's responses were either non-existent or perfunctory and dismissive. Your staff ignored conclusive evidence of fabrication, and persisted in keeping the content online under the guise of a "neutral stance on disputes". This constitutes a breach of the duty of care expected of a platform in handling defamatory or harmful content. It also violates any implied contractual promise that Trustpilot will act in good faith and remove content that obviously breaches its guidelines. Instead of acting responsibly, Trustpilot's moderation team gave contradictory decisions (sometimes removing, then later reinstating identical content) and sent template responses that frustrated any meaningful resolution. In short, Trustpilot failed to take reasonable steps to prevent ongoing harm even after explicit legal notice, which is a stark violation of both legal and community standards.
- **Retaliatory Moderation & Algorithmic Manipulation:** Alarming, Trustpilot's conduct went beyond mere negligence into deliberate bad faith. After I escalated my complaints legally, Trustpilot engaged in retaliatory acts – most glaringly by resurrecting a defamatory review ("Warzone") on 1 September 2025 that had previously been removed for violating guidelines. This timing was no coincidence: the reinstatement came immediately after Trustpilot received a formal notice of impending litigation, which strongly suggests it was a punishment or pressure tactic. Additionally, Trustpilot manipulated its algorithms to maximize the damage to my reputation: the platform's systems promoted the controversial false reviews, making them highly visible to anyone searching my business, while Trustpilot personnel simultaneously gave pretextual excuses (like "technical errors" or claiming posts were "blurred" out) to pretend that the content wasn't fully accessible. Trustpilot even applied misleading AI-generated tags ("Top Mentions") that reinforced negative narratives about my services based on those very false reviews. Such actions demonstrate malice. The bad-faith moderation – reinstating content known to be false, and tweaking platform features to highlight it – is incontrovertible evidence that Trustpilot intentionally aggravated the harm after receiving my complaints, instead of addressing it.

- Procedural Obstruction & Harassment Facilitation: Trustpilot also engaged in a pattern of procedural stonewalling. Over more than a year, I encountered systemic obstacles: delayed or non-answers, repetitive boilerplate emails that ignored the substance of my reports, and the absence of any meaningful escalation path. This procedural obstruction meant that false reviews remained live for extensive periods, compounding the damage. Internally, Trustpilot's approach appeared to prioritize protecting the perpetrators and the platform's image over the rights of a victim of defamation. By refusing to timely remove content that blatantly violated your own guidelines, and by making it arduous for a business owner to get a response, Trustpilot effectively facilitated a coordinated harassment campaign against me. The evidence shows that known bad actors (including direct competitors and disgruntled former associates) were using Trustpilot in conjunction with attacks on other platforms – they orchestrated defamatory posts on Facebook, Discord, Reddit, and even dedicated hate websites to tarnish "Soul" and Legion Killfeed. I repeatedly informed Trustpilot about this broader context, including the fact that these reviewers were not real customers and were part of a malicious network, yet Trustpilot persisted with a "hands-off" approach. By giving these attackers a megaphone and refusing to shut it down despite clear evidence, Trustpilot became complicit in the harassment. This not only bolsters my defamation case (showing aggravating factors like malice), but also may attract regulatory scrutiny for failure to ensure online safety.

((All the above legal contentions are detailed in the draft **Statement of Claim** and supporting **Witness Statements, Procedural History, Financial Impact Analysis, and Case Summary** – which have been provided to you – and are fully supported by the evidence.))*

To summarize: Trustpilot's actions (and inaction) violated multiple laws – **defamation law, consumer protection law, and fundamental duties of care and fairness** – and caused catastrophic harm to my business and reputation. Importantly, while the offending reviews have now finally been taken down, **your liability for the damage already done remains** undiminished. We now seek to resolve this matter without further delay.

Settlement Demands and Deadline

Trustpilot is hereby given a **final opportunity** to avoid litigation by complying with the following **demands in full by Friday, 10 October 2025 at 5:00 PM AEST**. This deadline is firm. If even one aspect of these demands remains unmet or if you respond with anything less than unconditional agreement, I will immediately proceed with court action and other enforcement measures as outlined below. The required terms are:

1. **Payment of AUD \$[REDACTED]** in damages. This amount (previously communicated in the Calderbank offer) represents a reasonable estimation of my losses and damage: it encompasses the **statutory cap** for non-economic reputational harm, substantial **aggravated damages** for Trustpilot's bad-faith conduct (e.g. the vindictive re-publication and algorithmic misrepresentation), and **special damages** for [REDACTED] caused by the defamatory campaign. The \$[REDACTED] figure is exclusive of legal costs – note that if this matter proceeds to judgment, I reserve the right to seek **additional costs** on an indemnity basis, but if you comply now, I am willing to treat this sum as a full and final compensation. Payment details (Australian bank account information) will be provided upon your written acceptance of all terms.
2. **Publication of a Corrective Notice** on the Legion Killfeed Trustpilot profile for a minimum of 12 months. This notice (the exact text to be agreed, but it must be prominent and satisfactory to me) shall: (a) acknowledge that Trustpilot's previous handling of Legion Killfeed's reviews was in error, (b) explicitly state that certain removed reviews were **not authentic customer experiences** and were incorrectly allowed to remain, (c) clarify that Trustpilot's automated systems (e.g. AI "Top Mentions" or content filters) **mischaracterized my business** and that these errors have been corrected, and (d) include a formal apology for the harm caused to me and my business by the platform's moderation failures. The purpose of this notice is to publicly rehabilitate Legion Killfeed's reputation by informing anyone who visits the page that the negative content they saw was not legitimate and was improperly handled by Trustpilot. The notice must be approved by me and remain easily visible to readers for at least one year.
3. **Legally Binding No-Republication Undertakings:** Trustpilot must provide written undertakings that it will **not permit any re-publication** of the defamatory allegations or any similar false claims about me/Legion Killfeed in the future. This includes an undertaking to **permanently bar** the original offending users and any known aliases from posting about my business, to **monitor and immediately remove** any reposts, edited versions, or new reviews containing the same defamatory imputations, and to implement technical measures (such as filters or verified purchase requirements) to **prevent false reviews** targeting my business going forward. In essence, Trustpilot needs to guarantee that the abuse of its platform to smear Legion Killfeed will never happen again. Additionally, I require an expedited "notice-and-takedown" mechanism for any content about Legion Killfeed: upon receiving notice from me of allegedly defamatory content, Trustpilot must **immediately (within 24 hours)** investigate and remove it unless you can incontrovertibly prove its truth. These undertakings should be comprehensive and permanent.
4. **Full Disclosure of the Moderation Audit Trail (Aug 2024–Present):** I demand a complete, transparent accounting of **all Trustpilot internal actions and communications** regarding the Legion Killfeed reviews from the start of this issue to today. This includes providing: all Trustpilot **support ticket records, moderation decision logs, investigation notes, email or chat communications** (internal and with reviewers) concerning my flagged reviews, **metadata** of the reviews (timestamps, IP

addresses, device/browser fingerprints associated with the reviewers), and any **algorithmic scoring or content categorization** data that affected my profile (for example, how the "Top Mentions" were generated and any Trustpilot "fraud detection" outputs for the reviews in question). I also expect disclosure of Trustpilot's **policies or guidance** given to content moderators for this case. In short, I want the entire "audit trail" of how my reports were handled and how these defamatory posts were allowed, reinstated, and finally removed. This information is critical for accountability and to assess where Trustpilot's processes failed.

- 5. Confirmation of Australian Entity and Legal Contact:** Trustpilot must formally confirm the correct legal entity and agent for this matter. Initially, Trustpilot staff **denied operating under an Australian ABN**, but later admitted that **Trpilot Pty Limited (ABN 37 605 147 260)** is your Australian entity. I require written confirmation that Trpilot Pty Ltd is the entity responsible in Australia, and I further require the name and contact details of an **authorized legal representative** (or law firm) who will handle this dispute on Trustpilot's behalf. This is to ensure any future legal steps are properly directed. Additionally, please confirm the **registered business address** in Australia for service of any court documents (as per your provided address: Level 22, 400 George St, Sydney). Having a local point of contact will also facilitate any discussions needed to implement the above remedies within the Australian jurisdiction.
- 6. Removal of All AI-Generated "Top Mentions" Labels:** Trustpilot shall immediately remove any **AI-generated summary tags or "Top Mentions"** on the Legion Killfeed profile that were derived from the defamatory content. These AI labels (for example, highlighting supposed frequent words or themes from reviews) have been tainted by the false reviews and thus give a misleading impression to readers. In our case, such labels reinforced the defamatory narrative. Trustpilot must purge these labels and refrain from applying any automated summary that could mislead users about my service. If AI summaries remain a feature, Trustpilot should ensure they **only reflect genuine positive feedback** for Legion Killfeed now that the fake reviews are gone, or disable them entirely for my page. I expect confirmation that this cleanup has been done and that no residue of the defamation (even in algorithmic form) remains on the profile.

Each of the above points is **mandatory**. You must confirm in writing, by the stated deadline, that you will fulfill all these demands. I am open to reviewing draft texts for the corrective notice or undertakings, but there is **no room for negotiation on whether these steps are taken** – they will be taken, either voluntarily by Trustpilot now or through enforcement by the courts and regulators.

Consequences of Non-Compliance

If Trustpilot does not **fully comply** with all the above demands by **5:00 PM AEST on 10 October 2025**, I will immediately proceed with the following actions (without further notice to you):

- Court Proceedings:** I will file the prepared **Statement of Claim** in the **Supreme Court of New South Wales** to initiate formal legal proceedings. The claim includes causes of action for defamation, misleading conduct, and other breaches outlined above. Once filed, I will pursue the case to its conclusion, seeking not only the \$[REDACTED] in compensatory damages but also **aggravated damages, interest, and full costs**. Trustpilot's own correspondence (including the letter of 27 August 2025 rejecting my settlement offer) will be presented to the Court as evidence of bad faith. Please be advised that your refusal to address this matter when given the chance will be cited when arguing for **indemnity costs** – the Calderbank offer of AUD \$[REDACTED] was more than reasonable, and your rejection of it (especially coupled with threats against me, as in your August 27 letter) entitles me to seek costs on a higher scale if I achieve a judgment equal to or above that amount. In short, lack of compliance will land Trustpilot in a costly court battle it cannot economically rationalize.
- Regulatory Complaints:** I will escalate this issue to the relevant regulatory and enforcement bodies in Australia (and assist foreign regulators as needed). Specifically, I will lodge a formal complaint with the **Australian Competition & Consumer Commission (ACCC)** regarding Trustpilot's misleading and deceptive conduct and false representations to consumers. The ACCC has the power to investigate and prosecute breaches of the ACL, and your platform's behavior towards Legion Killfeed is a textbook case of marketplace misconduct (hosting fake testimonials and misrepresenting business practices). I will also refer the matter to the **Office of the Australian Information Commissioner (OAIC)** to examine any privacy or data-handling issues (for instance, how Trustpilot verified or failed to verify these reviewers and how it handled my personal information in the dispute). Furthermore, I have been in contact with the **eSafety Commissioner** regarding the online harassment aspect; non-compliance on your part will prompt me to actively support any investigation by eSafety into whether Trustpilot breached Australia's Online Safety expectations by refusing to remove abusive material targeting an Australian individual. In addition, international complaints are **already in motion**: reports have been made to law enforcement and regulatory agencies overseas given the cross-jurisdictional nature of this harassment. These include filings with UK police (Thames Valley) about an instigator in England, Canadian authorities about an instigator in Canada, and an EU regulatory review of Trustpilot A/S's conduct. If we cannot resolve this now, I will ensure all these bodies are updated to pursue whatever actions they can against Trustpilot and its relevant subsidiaries.
- Public Exposure:** In the absence of a satisfactory resolution, I will engage with the media and public forums to **broadcast the facts** of this case. This is not a step I take lightly, but I will not hesitate to protect my name. Trustpilot's facilitation of defamation and its stonewalling of a small business owner's pleas is a matter of public interest – it raises questions about the safety and reliability of your platform for all users. I have already prepared a comprehensive case summary that can be shared with tech industry journalists, consumer rights advocates, and relevant online communities. The **evidence portal** (mentioned

above) will be made accessible to reporters to substantiate every claim. I will specifically highlight how Trustpilot's Australian arm and its Danish headquarters failed to uphold basic standards of fairness, even after legal notice, and how this caused real human and economic damage. Such publicity will undoubtedly affect Trustpilot's reputation far beyond this single incident, but that responsibility lies with your company's decisions.

- **Criminal and Further Legal Action:** Finally, note that certain aspects of this matter involve **potential criminal conduct** by the individual perpetrators (e.g. stalking, child harassment, etc.). I have already filed reports as noted, and I will continue cooperating with police and cybercrime units internationally. Trustpilot's records and cooperation may be requested by those authorities in due course. If Trustpilot's non-compliance continues, I will explore whether any part of its conduct (for example, knowingly profiting from or aiding in the publication of defamatory falsehoods) could itself breach any Australian laws (such as criminal defamation or accessory liability in harassment). I will also seek any available penalties through Australian regulatory channels – for instance, if this case demonstrates systemic issues with Trustpilot's consumer protection compliance, the ACCC and state consumer agencies could impose fines or other orders. In sum, refusing to resolve this amicably will open Trustpilot to a wide array of enforcement actions, any one of which could be highly damaging.

I sincerely urge Trustpilot to appreciate the **gravity** of this situation. The **evidence** is overwhelming and meticulously documented (1,000+ exhibits of your platform's wrongdoing), and the **legal violations** are clear-cut. My goal has always been to run a legitimate business and to have a fair online presence – I never wanted to be in a protracted dispute. Yet for over a year I faced harassment and defamation that **Trustpilot allowed and even exacerbated**, causing irreparable harm. I have given Trustpilot every chance to correct this voluntarily; now, with the defamatory content finally removed, the focus shifts to accountability for the damage done. This letter constitutes the **final attempt to resolve this matter without litigation**.

If Trustpilot complies in full with all the above demands by the deadline, I am prepared to consider the matter settled and will cease further escalation. I will, in that event, also be willing to discuss a mutually agreeable public statement to put this matter to rest. However, if the deadline passes without complete compliance, consider yourself on notice that the claim **will be filed** and the collateral actions described will proceed.

No further extensions or warnings will be given.

Thank you for your prompt attention to this urgent legal matter. I expect your written confirmation of compliance on or before 5:00 PM AEST, 10 October 2025.

Sincerely,

Anthony Brodie 

Owner/Developer - ABN: [28387377607](#)

[Redacted contact information]

[Redacted contact information]

Subject: Re: [REDACTED] - Re: We've detected misuse of your flagging tool on killfeed.co - Ticket [REDACTED] Ticket [REDACTED]
From: Soul Legion <[REDACTED]>
Date: Thu 18 Sep 2025, 4:48 PM
To: Trustpilot Content Integrity <contentintegrity@trustpilot.com>

Hi Jovin,

Thanks for your message.
Before I resend anything, please confirm your role and which team actually has carriage of this matter. You signed as Content Integrity, but prior messages in the chain reference Legal. I need to know who is responsible for the decision making on this case.

On formats:

Your request says "PDF, JPEG, or screenshot." "Screenshot" is not a file type, and your list omits PNG even though screenshots are typically PNG. Please confirm in writing whether PNG is acceptable. If you insist on JPEG only, say so explicitly and I will include converted copies alongside originals.

Health note:

I am working through pneumonia and cluster migraines. That has affected speed at moments, not substance. I will still deliver a complete, reviewable package as outlined below.

Delivery method:

I will provide a password-protected URL that contains:
A button to download the entire zipped folder containing all files and, where appropriate, multiple viewing formats.
A comprehensive interactive timeline that lets you open each item in context on the correct date and review the materials in sequence.

Recap of what has already occurred:

Date(s)	Event/Action	Details/Notes
28 Jul 2025	Coordinated push, 1-star reviews	Flagging begins immediately
01 Aug 2025	Multiple review events	Flags pending, reports and evidence submitted
02 Aug 2025	First formal legal notice sent	"WARZONE" reinstated; more flags, notices, negative reviews
03-04 Aug 2025	System messages, decisions	"Does not breach" results despite mismatch and policy calls
05 Aug 2025	More flags/decisions, escalation	Detailed notices, auto-responses, new tickets
06 Aug 2025	Report closed, review stays online	ABN requested, more "does not breach" decisions, new tickets
02-07 Aug 2025	Internal handling gap	Ticket created 02 Aug, not seen by human until 07 Aug
07 Aug 2025	Multiple team handoffs	Compliance, Privacy, Content Integrity; no clear owner; new tickets
08 Aug 2025	Contradictory moderation outcomes	Sequence documented, timestamps preserved
09 Aug 2025	"Move to correct domain" instruction	Reviewer fails to comply; later "does not breach" outcome
10 Aug 2025	Cease and Desist served	Auto-responses, new tickets, claim of "misuse of flagging tool" rebutted
11 Aug 2025	Acknowledgements, no removal	Publication continues
10-11 Aug 2025	ABN sequence, still no disclosure	Acknowledgements, no ABN or valid service contact
12 Aug 2025	Dispute/acknowledgment traffic	Decisions do not address mismatch or prior notice
13 Aug 2025	Additional decision notices	On flagged items
14 Aug 2025	Boilerplate response	Does not engage with submitted evidence
15 Aug 2025	ABN sequence, refusal/deflection	Message refers to Legal, no ABN or specific contact
16-17 Aug 2025	Automated follow-ups, decision traffic	No clarity on responsible entity or service details
18 Aug 2025	ABN provided	Australian contact path identified, confirmation requested
19 Aug 2025	Further decision messages	No consistent explanation for "move" vs "does not breach"
20 Aug 2025	ABN sequence, backtrack/shift	Position shifts, request for accountable owner and binding directions
21-22 Aug 2025	More review/flag traffic	Direct call for engagement due to ongoing publication

28 Aug 2025	Legal treats matter as "closed"	Closure rejected, publication ongoing, no clear ABN/service owner
01 Sept 2025	Republishing after legal "closed"	Material reinstated while on notice, before mandatory wait period ended
02 Sept 2025	Final warnings, preservation requests	For complete moderation/audit trail
08 Sept 2025	Package compiled	Documents 01 Sept republishing after legal "closed," timestamped
10-11 Sept 2025	Request to resend in specific formats	Asked for PDF, JPEG, or screenshot; PNG omitted; role/department unclear, should be legal only

Unresolved issues that require clear answers:

Republishing after notice and after legal "closed"

You have not explained how reinstating on 01 Sept 2025 comports with your own policies, given notice and the 28 Aug "closed" status. That sequence aggravates damages.

Internal delay

There was a week-long gap between your ticket being opened and a human seeing it while publication continued. Explain how that met your obligations.

Conflicting direction

You instructed a reviewer to move a review to a different domain, the reviewer did not comply by your deadline, yet later decisions still say "does not breach" for reasons that contradict the "move" instruction.

Below is the real file-name structure of the communications timeline that will appear in the portal's interactive timeline. Each item will open at its exact date on the timeline and be viewable in-browser, with the option to download the entire set via the zip button.

Please confirm:

1. Whether PNG screenshots are acceptable alongside PDF and JPEG. If you require JPEG only, say so explicitly.
2. That you will review via the password-protected portal I provide.
3. That you have preserved the complete moderation and audit trail, including flags, reinstatement or decision logs, user actions, IP or device logs, timestamps, and internal communications.
4. The names or titles of the decision-makers responsible for the 02 Aug and 01 Sept reinstatements, and for the 06 Aug and 28 Aug "stayed online/closed" decisions.
5. The correct legal point of contact and corporate identifier in Australia for service.

If you can provide your preferred file format, I'll be able to get this done faster, otherwise, I'll email within 48hrs with the URL and password regardless of your response and a week from the minute it is sent, I will file in NSW Supreme Court and begin the more extensive reporting to regulatory bodies and escalate with every single one of them until they hold Trustpilot accountable for breaking the law and violating my rights whilst slandering my business.

Regards,
 Anthony Brodie
 Owner - Legion Killfeed - NSW Australia



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BEGIN TIMELINE
  25 Aug 2024
  EMAIL
  | 20240825 0555 AEST - How to merge two or more business profiles - Trustpilot Support - Ticket 2792148
  | 20240825 1045 AEST - REHow to merge two or more business profiles - ABrodie - Ticket 2792148
  27 Aug 2024
  EMAIL
  | 20240827 0611 AEST - RE-Domain Name Change 2792148 - Trustpilot Support - Ticket 44390858005
  | 20240827 0816 AEST - RE-Domain Name Change 2792148 - ABrodie
  30 Aug 2024
  EMAIL
  | 20240830 1039 AEST - RE-Domain Name Change 2792148 - Trustpilot Support
  03 Sep 2024
  EMAIL
  | 20240903 1102 AEST - Reminder RE Domain Name Change 2792148 - Trustpilot Support
  | 20240903 1103 AEST - RE-Reminder RE Domain Name Change 2792148 - ABrodie
  04 Sep 2024
  EMAIL
  | 20240904 0749 AEST - Activate youraccount - Trustpilot
  | 20240904 0751 AEST - RE-Domain Name Change 2792148 - Trustpilot Support
  | 20240904 1124 AEST - legionkillfeed xyz - claimedpage - Jawayne Paisley - Trustpilot
  05 Sep 2024
  EMAIL
  | 20240905 0425 AEST - RE-Domain Name Change 2792148 - ABrodie
  | 20240905 0527 AEST - RE-Domain Name Change 2792148 - Trustpilot Support - Ticket 573930180599
  | 20240905 0607 AEST - RE-Domain Name Change 2792148 - ABrodie
  | 20240905 0643 AEST - RE-Domain Name Change 2792148 - Trustpilot Support - Ticket 4939301340461
  06 Sep 2024
  EMAIL
  | 20240906 0100 AEST - RE-Domain Name Change 2792148 - ABrodie
  | 20240906 0101 AEST - RE-legionkillfeed xyz - claimedpage - Soul Legion - Trustpilot
  | 20240906 0510 AEST - RE-legionkillfeed xyz - claimedpage - Jawayne Paisley - Trustpilot
  | 20240906 0523 AEST - RE-Domain Name Change 2792148 - Trustpilot Support - Ticket 45393011432
  
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- 20240906 0801 AEST - RE-28404349 Decision on the review you have flagged - Trustpilot - Ticket 2840
- 20240906 1107 AEST - RE-28404349 Decision on the review you have flagged - ABrodie - Ticket 2
- 20240906 1150 AEST - Decision on the review you have flagged - Trustpilot - Ticket 28404349
- 20240906 1158 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28404349

07 Sep 2024

EMAIL

- 20240907 0105 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28404349
- 20240907 1209 AEST - RE-28404349 Decision on the review you have flagged - ABrodie - Ticket 2
- 20240907 1229 AEST - Decision on the review you have flagged - Trustpilot - Ticket 28404349
- 20240907 1232 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28404349
- 20240907 1244 AEST - Decision on the review you have flagged - Trustpilot - Ticket 28404349
- 20240907 1245 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28404349

11 Sep 2024

EMAIL

- 20240911 0221 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket 394

13 Sep 2024

EMAIL

- 20240913 0938 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket

4244928184

- 20240913 1004 AEST - We have received your inquiry - Trustpilot - Ticket 28528230
- 20240913 1032 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 28528963
- 20240913 1033 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28528963

14 Sep 2024

EMAIL

- 20240914 0308 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 28534570
- 20240914 0703 AEST - would like your feedbackCustomer Experience Team - Trustpilot - Ticket 868175761

16 Sep 2024

EMAIL

- 20240916 0930 AEST - Anthony Buchanan has not provided more information about their review - Trustpilot
- 20240916 1130 AEST - Decision on the review you have flagged - Trustpilot - Ticket 28528963

17 Sep 2024

EMAIL

- 20240917 1135 AEST - We have detected brand misuse on killfeed co - Trustpilot - Ticket 28609776

19 Sep 2024

EMAIL

- 20240919 1132 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 28652546

20 Sep 2024

EMAIL

- 20240920 0629 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28652546
- 20240920 0631 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 28652546
- 20240920 0709 AEST - I am being stalked and attacked - Trustpilot - Ticket 28528230
- 20240920 0717 AEST - RE-I am being stalked and attacked - ABrodie - Ticket 28528230

22 Sep 2024

EMAIL

- 20240922 0955 AEST - Decision on the review you have flagged - Trustpilot - Ticket 28652546

24 Sep 2024

EMAIL

- 20240924 0310 AEST - FOLLOWUP- to your recent inquiry - Trustpilot - Ticket 28528230

27 Sep 2024

EMAIL

- 20240927 0828 AEST - Merging business profiles - Trustpilot Support - Ticket 2819333
- 20240927 0901 AEST - RE-cancelling old domain and moving completely to new url 2819333 - Trustpilot

Support - Ticket 69099323

- 20240927 0905 AEST - RE-cancelling old domain and moving completely to new url 2819333 - ABrodie
- 20240927 1013 AEST - RE-cancelling old domain and moving completely to new url 2819333 - Trustpilot

Support

- 20240927 1036 AEST - RE-cancelling old domain and moving completely to new url 2819333 - ABrodie

28 Sep 2024

EMAIL

- 20240928 1219 AEST - RE-cancelling old domain and moving completely to new url 2819333 - Trustpilot

Support

29 Sep 2024

EMAIL

- 20240929 0102 AEST - name rate your experience with Francesco - Trustpilot Support

30 Sep 2024

EMAIL

- 20240930 1048 AEST - I am being stalked and attacked - Trustpilot - Ticket 28528230

05 Nov 2024

EMAIL

- 20241105 1112 AEST - We have received your inquiry - Trustpilot - Ticket 29744153

06 Nov 2024

EMAIL

- 20241106 0756 AEST - I have recieved threats - Trustpilot - Ticket 29744153

07 Nov 2024

EMAIL

- 20241107 0140 AEST - RE-I have recieved threats - ABrodie - Ticket 29744153
- 20241107 0751 AEST - I have recieved threats - Trustpilot - Ticket 29744153

10 Nov 2024

EMAIL

- 20241110 1000 AEST - Use your reviews to increase trust in the purchase journey - The - Trustpilot

11 Nov 2024

EMAIL

- 20241111 0826 AEST - RE-why did 1 negative take us down so much 2854753 - Trustpilot Support

14 Nov 2024

395832037 EMAIL
20241114 0244 AEST - RE-Why did 1 negative take us down so much 2854753 - Trustpilot Support - Ticket
15 Nov 2024
EMAIL
20241115 1000 AEST - Let your customers know you re listening - The - Trustpilot
16 Nov 2024
EMAIL
20241116 0302 AEST - name rate your experience with Francesco - Trustpilot Support - Ticket 3958111633
23 Nov 2024
EMAIL
20241123 1000 AEST - See how putting feedback at the forefront can help your business - The - Trustpilot
30 Nov 2024
EMAIL
20241130 1000 AEST - Give your social media a boost - The - Trustpilot
03 Dec 2024
EMAIL
20241203 0510 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket
395818496
20241203 0532 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 30380870
20241203 0534 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 30380870
04 Dec 2024
EMAIL
20241204 0222 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 30380870
20241204 0302 AEST - Decision on the review you have flagged - Trustpilot - Ticket 30380870
20241204 0649 AEST - Decision on the review you have flagged - Trustpilot - Ticket 30380870
06 Dec 2024
EMAIL
20241206 0303 AEST - RE-30491336 Decision on the review you have flagged - Trustpilot - Ticket 3049
20241206 0507 AEST - Brandon has not provided more information about their review - Trustpilot
20241206 0847 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket
6039589379
09 Dec 2024
EMAIL
20241209 0846 AEST - Karl Messer did not respond to your request - Trustpilot
20241209 1106 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
10 Dec 2024
EMAIL
20241210 0336 AEST - RE-Flagged review - killfeed co - ABrodie
20241210 1228 AEST - RE-Flagged review - killfeed co - Trustpilot - Ticket 6439581626
11 Dec 2024
EMAIL
20241211 0113 AEST - Flagged review - killfeed co - Trustpilot - Ticket 30557692
16 Dec 2024
EMAIL
20241216 0844 AEST - We have received your inquiry - Trustpilot - Ticket 30727397
17 Dec 2024
EMAIL
20241217 0721 AEST - Why are you falsely advertising my business - Trustpilot - Ticket 30727397
20241217 0822 AEST - RE-Why are you falsely advertising my business - ABrodie - Ticket 30727397
18 Dec 2024
EMAIL
20241218 0210 AEST - would like your feedbackCustomer Experience Team - Trustpilot - Ticket 1144725979
20241218 0345 AEST - RE-Why are you falsely advertising my business - ABrodie - Ticket 30727397
20241218 0727 AEST - Why are you falsely advertising my business - Trustpilot - Ticket 30727397
20241218 1122 AEST - RE-Why are you falsely advertising my business - ABrodie - Ticket 30727397
20241218 1252 AEST - Why are you falsely advertising my business - Trustpilot - Ticket 30727397
19 Dec 2024
EMAIL
20241219 0125 AEST - RE-Why are you falsely advertising my business - ABrodie - Ticket 30727397
20241219 0348 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket
49395833417
20241219 0616 AEST - You have got a new 5-star review - Trustpilot
20241219 1023 AEST - Karl Messer has not provided more information about their review - Trustpilot
20241219 1103 AEST - RE-30814039 Decision on the review you have flagged - Trustpilot - Ticket 3081
20241219 1211 AEST - Why are you falsely advertising my business - Trustpilot - Ticket 30727397
14 Feb 2025
EMAIL
20250214 0538 AEST - Spam targeting reviews - ABrodie
05 Mar 2025
EMAIL
20250305 0352 AEST - We have received your inquiryHelp - Trustpilot - Ticket 32705219
06 Mar 2025
EMAIL
20250306 0313 AEST - You have got a new 5-star review - Trustpilot
07 Mar 2025
EMAIL
20250307 0214 AEST - Your request - Problematic reviewsHelp - Trustpilot - Ticket 32705219
08 Mar 2025
EMAIL
20250308 0347 AEST - Karl Messer did not respond to your request - Trustpilot
20250308 0404 AEST - You have got a new 5-star review - Trustpilot
20250308 0945 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
20250308 0952 AEST - RE-Your request - Problematic reviews - ABrodie - Ticket 32705219

09 Mar 2025
EMAIL
└─ 20250309 0614 AEST - Your request - Problematic reviewsHelp - Trustpilot - Ticket 32705219

10 Mar 2025
EMAIL
└─ 20250310 0908 AEST - RE-Flagged review - killfeed co - Trustpilot

11 Mar 2025
EMAIL
└─ 20250311 0841 AEST - RE-Flagged review - killfeed co - ABrodie

12 Mar 2025
EMAIL
└─ 20250312 0550 AEST - RE-Flagged review - killfeed co - ABrodie
└─ 20250312 0756 AEST - You have got a new 5-star review - Trustpilot

14 Mar 2025
EMAIL
└─ 20250314 0623 AEST - You have got a new 5-star review - Trustpilot

22 Mar 2025
EMAIL
└─ 20250322 0806 AEST - would like your feedbackCustomer Experience Team - Trustpilot - Ticket 572818122

27 Mar 2025
EMAIL
└─ 20250327 1130 AEST - Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - Support - Ticket 00133145

29 Mar 2025
EMAIL
└─ 20250329 1130 AEST - Reminder RE Chat with Anthony - killfeed co 00133145 - Support - Ticket 00133145

31 Mar 2025
EMAIL
└─ 20250331 1130 AEST - Reminder RE Chat with Anthony - killfeed co 00133145 - Support - Ticket 00133145

01 Apr 2025
EMAIL
└─ 20250401 0421 AEST - RE-Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - ABrodie - Ticket 00133145
└─ 20250401 0824 AEST - Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - Support - Ticket 00133145
└─ 20250401 1124 AEST - RE-Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - ABrodie - Ticket 00133145

04 Apr 2025
EMAIL
└─ 20250404 0721 AEST - Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - Support - Ticket 00133145
└─ 20250404 0752 AEST - RE-Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - ABrodie - Ticket 00133145

07 Apr 2025
EMAIL
└─ 20250407 0717 AEST - Update on your request 00133145 thread m7e2ozjId1Sj7rz7KGCQgWA - Support - Ticket 00133145

16 Apr 2025
EMAIL
└─ 20250416 0950 AEST - You have got a new 5-star review - Trustpilot

25 Apr 2025
EMAIL
└─ 20250425 1229 AEST - You have got a new 5-star review - Trustpilot

21 May 2025
EMAIL
└─ 20250521 0327 AEST - We have received your inquiryHelp - Trustpilot - Ticket 34628817

26 May 2025
EMAIL
└─ 20250526 0522 AEST - This message serves as a formal complaint regardiHelp - Trustpilot - Ticket 34628817

29 May 2025
EMAIL
└─ 20250529 0416 AEST - Trevor Gonzales has provided more information about their review - Trustpilot
└─ 20250529 0748 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
└─ 20250529 0837 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 34879453
└─ 20250529 1108 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 34879453
└─ 20250529 1256 AEST - You have got a new 1-star review - Trustpilot

30 May 2025
EMAIL
└─ 20250530 0405 AEST - You have got a new 5-star review - Trustpilot

31 May 2025
EMAIL
└─ 20250531 1222 AEST - You have got a new 5-star review - Trustpilot

02 Jun 2025
EMAIL
└─ 20250602 0145 AEST - Decision on the review you have flagged - Trustpilot - Ticket 34879453

17 Jun 2025
EMAIL
└─ 20250617 0337 AEST - You have got a new 5-star review - Trustpilot

18 Jun 2025
EMAIL
└─ 20250618 0148 AEST - RE-This message serves as a formal complaint regardi - ABrodie - Ticket 34628817
└─ 20250618 0151 AEST - You have got a new 5-star review - Trustpilot

19 Jun 2025
EMAIL

20250619 0346 AEST - RE-This message serves as a formal complaint regardiHelp - Trustpilot - Ticket

34628817

01 Jul 2025

EMAIL

20250701 0204 AEST - RE-This message serves as a formal complaint regardi - ABrodie - Ticket 34628817

20250701 0211 AEST - RE-This message serves as a formal complaint regardi - ABrodie - Ticket 34628817

20250701 0223 AEST - RE-This message serves as a formal complaint regardi - ABrodie - Ticket 34628817

07 Jul 2025

EMAIL

20250707 0740 AEST - RE-This message serves as a formal complaint regardiTicketHelp - Trustpilot - Ticket

34628817

08 Jul 2025

EMAIL

20250708 0100 AEST - RE-This message serves as a formal complaint regardiTicket - ABrodie - Ticket

34628817

20250708 0639 AEST - RE-This message serves as a formal complaint regardiTicketHelp - Trustpilot - Ticket

34628817

20250708 0652 AEST - Update on your request 00211291 thread LbQU0hR ez - vnCrFn6jVGWA - Support - Ticket

00211291

09 Jul 2025

EMAIL

20250709 0512 AEST - RE-This message serves as a formal complaint regardiTicketHelp - Trustpilot - Ticket

34628817

11 Jul 2025

EMAIL

20250711 0103 AEST - RE-This message serves as a formal complaint regardiTicket - ABrodie - Ticket

34628817

20250711 0104 AEST - FOLLOWUP- to your recent inquiryHelp - Trustpilot - Ticket 35804849

20250711 0946 AEST - RE-This message serves as a formal complaint regardiTicketHelp - Trustpilot - Ticket

34628817

20250711 1255 AEST - RE-This message serves as a formal complaint regardiTicket - ABrodie - Ticket

34628817

15 Jul 2025

EMAIL

20250715 1129 AEST - RE-This message serves as a formal complaint regardiTicket - ABrodie - Ticket

34628817

20250715 1135 AEST - RE-This message serves as a formal complaint regardiTicket - ABrodie - Ticket

34628817

21 Jul 2025

EMAIL

20250721 0505 AEST - FOLLOWUP- to your recent inquiryHelp - Trustpilot - Ticket 36063000

20250721 1156 AEST - RE-This message serves as a formal complaint regardiTicketHelp - Trustpilot - Ticket

34628817

28 Jul 2025

EMAIL

20250728 0434 AEST - You have got a new 5-star review - Trustpilot

01 Aug 2025

EMAIL

20250801 0422 AEST - You have got a new 1-star review - Trustpilot

20250801 0532 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot

20250801 0752 AEST - You have got a new 5-star review - Trustpilot

20250801 0834 AEST - You have got a new 5-star review - Trustpilot

20250801 0944 AEST - You have got a new 1-star review - Trustpilot

02 Aug 2025

EMAIL

20250802 0625 AEST - Autoresponse - Please use our contact form to resend your inquiry - Trustpilot

20250802 0625 AEST - SUBJECT-FORMAL LEGAL NOTICE Defamatory Content Removal Demand Multi - Jurisdiction

Liability - ABrodie

DefamAccounting - Trustpilot

20250802 0625 AEST - Thank you for reaching out tos Accounting Team Re SUBJECT-FORMAL LEGAL NOTICE

20250802 0625 AEST - Your request is now receivedAccounts Receivable - Ticket 477648

20250802 0636 AEST - We have received your request 00236061 thread LBZizgBJfM6n2XDwgzIpmA - Support - Ticket 00236061

20250802 0723 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36723684

20250802 0725 AEST - RE-Flagged review - killfeed co - Trustpilot

20250802 0732 AEST - RE-Flagged review - killfeed co - ABrodie

20250802 0734 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36723684

20250802 0735 AEST - RE-Flagged review - killfeed co - ABrodie

20250802 0739 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot

20250802 0741 AEST - You have got a new 1-star review - Trustpilot

20250802 0941 AEST - RE-You have got a new 1-star review - ABrodie

20250802 0942 AEST - Sign in toBusiness - Trustpilot

20250802 0951 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot

20250802 0952 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket

532218705

20250802 1036 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36717486

20250802 1036 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36717487

20250802 1038 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717486

20250802 1040 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717487

20250802 1107 AEST - You have got an edited 1-star review - Trustpilot

20250802 1108 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot - Ticket

65284234

04 Aug 2025

EMAIL

— 20250804 0514 AEST - Danny Hayes has not provided more information about their review - Trustpilot
— 20250804 0531 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 20299857
— 20250804 0705 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36755418
— 20250804 0717 AEST - WARZONE has not provided more information about their review - Trustpilot
— 20250804 0820 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36755418
— 20250804 1140 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36723684
— 20250804 1140 AEST - Your request is now receivedAccounts Receivable - Ticket 477702
— 20250804 1141 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717487
— 20250804 1141 AEST - Your request is now receivedAccounts Receivable - Ticket 477703

05 Aug 2025

EMAIL

— 20250805 0406 AEST - RE-Thames Valley Police your feedback matters - ABrodie
— 20250805 0524 AEST - WARZONE did not respond to your request - Trustpilot
— 20250805 0651 AEST - RE-Notification of Complaint SEC OFFICIAL Sensitive - ABrodie
— 20250805 0652 AEST - Autoresponse - Please use our contact form to resend your inquiry - Trustpilot
— 20250805 0658 AEST - SUBJECT-Coordinated cross - platform harassment defamation campaign Immediate
takedown enforcem - ABrodie
— 20250805 0743 AEST - Autoresponse - Please use our contact form to resend your inquiry - Trustpilot
— 20250805 0755 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
— 20250805 0814 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
— 20250805 1041 AEST - Cunt has not provided more information about their review - Trustpilot
— 20250805 1252 AEST - SUBJECT-Coordinated cross - platform harassment defamation campaign Immediate
takedown enforcem - ABrodie
— 20250805 1259 AEST - We have received your request 00238051 thread 4T9mwoibcwSNVlhW7RrsjGA - Support -

Ticket 00238051

06 Aug 2025

EMAIL

— 20250806 0103 AEST - Decision on the review you have flagged - Trustpilot - Ticket 36717486
— 20250806 0218 AEST - RE-We have received your request 00239391 thread TVFgkhIEcaqUeflXAXuGzMA - ABrodie -
Ticket 00239391
— 20250806 0336 AEST - RE-We have received your request 00239391 thread TVFgkhIEcaqUeflXAXuGzMA - ABrodie -
Ticket 00239391
— 20250806 0434 AEST - RE-Formal Complaint AgainstA S Ongoing Publication of Defamatory and Malicious
Content - Soul Legion - Trustpilot - Ticket 20298579
— 20250806 0543 AEST - RE-Flagged review - killfeed co - Trustpilot - Ticket 68930795
— 20250806 0548 AEST - RE-Flagged review - killfeed co - ABrodie
— 20250806 0716 AEST - RE-Flagged review - killfeed co - Trustpilot
— 20250806 0721 AEST - Decision on the review you have flagged - Trustpilot - Ticket 36717486
— 20250806 0721 AEST - RE-Flagged review - killfeed co - ABrodie
— 20250806 0722 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717486
— 20250806 0723 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
— 20250806 0749 AEST - Flagged review - killfeed co - Trustpilot - Ticket 36822738
— 20250806 0751 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36822738
— 20250806 0804 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36822738
— 20250806 0827 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36822738
— 20250806 0836 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717486
— 20250806 0838 AEST - Acknowledgement Your dispute has been receivedHelp - Trustpilot - Ticket 36813814
— 20250806 0839 AEST - RE-Acknowledgement Your dispute has been received - ABrodie - Ticket 36813814
— 20250806 0841 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
— 20250806 0848 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36717486
— 20250806 0913 AEST - Thanks for flagging a review - We will look into it - NOREPLY - Trustpilot
— 20250806 0914 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36825856
— 20250806 0919 AEST - Final Notice of Intent to Sue Continued Publication of Defamatory Reviews - ABrodie
— 20250806 0925 AEST - Flagged review - killfeed co - Trustpilot - Ticket 36822738
— 20250806 0936 AEST - Acknowledgement Your dispute has been receivedHelp - Trustpilot - Ticket 36813814
— 20250806 0936 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36814421
— 20250806 0949 AEST - RE-Acknowledgement Your dispute has been received - ABrodie - Ticket 36813814
— 20250806 1004 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36822738
— 20250806 1005 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36814421
— 20250806 1027 AEST - Request for ABN Disclosure - ABrodie - Ticket 87520717
— 20250806 1029 AEST - We have received your request 00239391 thread TVFgkhIEcaqUeflXAXuGzMA - Support -

Ticket 00239391

— 20250806 1108 AEST - Formal Complaint AgainstA S Ongoing Publication of Defamatory and Malicious Content
- Soul Legion - Trustpilot
— 20250806 1151 AEST - RE-We have received your request 00239391 thread TVFgkhIEcaqUeflXAXuGzMA - ABrodie -
Ticket 00239391

Ticket 00239419

— 20250806 1159 AEST - We have received your request 00239419 thread gWX1UwPkd46RUBV9g gqOmA - Support -
Ticket 00239419
— 20250806 1216 AEST - You have got a new 1-star review - Trustpilot

07 Aug 2025

EMAIL

— 20250807 0202 AEST - RE-36874026 Decision on the review you have flagged - Trustpilot - Ticket 3687
— 20250807 0224 AEST - RE-36874026 Decision on the review you have flagged - ABrodie - Ticket 3
— 20250807 0434 AEST - We have received your inquiryCompliance Team - Trustpilot - Ticket 36887964
— 20250807 0434 AEST - We have received your inquiryCompliance Team - Trustpilot - Ticket 36887971
— 20250807 0557 AEST - Flagged review - killfeed co - Trustpilot - Ticket 36820213
— 20250807 0558 AEST - Decision on the review you have flagged - Trustpilot - Ticket 36755418
— 20250807 0624 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36755418
— 20250807 0631 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36820213
— 20250807 0707 AEST - Flagged review - killfeed co - Trustpilot - Ticket 36820213
— 20250807 0710 AEST - RE-Flagged review - killfeed co - ABrodie - Ticket 36820213
— 20250807 0740 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36755418
— 20250807 0855 AEST - Decision on the review you have flagged - Trustpilot - Ticket 36723684
— 20250807 0906 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36723684

20250815 1005 AEST - You have got a new 5-star review - Trustpilot

20250815 1211 AEST - RE-Legion KillFeedLegal - Trustpilot

16 Aug 2025

EMAIL

20250816 0128 AEST - Flagged review - killfeed co - Trustpilot - Ticket 36822738

20250816 0304 AEST - Decision on the review you have flagged - Trustpilot - Ticket 36755418

17 Aug 2025

EMAIL

20250817 0504 AEST - FOLLOWUP- to your recent inquiry - Trustpilot - Ticket 36870620

20250817 0504 AEST - FOLLOWUP- to your recent inquiryPrivacy - Trustpilot - Ticket 36869833

20250817 0906 AEST - FOLLOWUP- to your recent inquiry - Trustpilot - Ticket 36887964

18 Aug 2025

EMAIL

20250818 0551 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36755418

20250818 0749 AEST - Request for ABN Disclosure thread TVFgkhIEcaqUeflXAxuGzmAPrivacy - Trustpilot -

Ticket 00239391

19 Aug 2025

EMAIL

20250819 0303 AEST - Decision on the review you have flagged - Trustpilot - Ticket 37034853

20 Aug 2025

EMAIL

20250820 0337 AEST - RE-00239391-Request for ABN Disclosure thread TVFgkhIEcaqUeflXAxuGzmA - ABrodie -

Ticket 368

20250820 0905 AEST - SUBJECT-ABN Misrepresentation False Transparency Ongoing Defamation Evidence

Included Correcti

- ABrodie

20250820 0906 AEST - Privacy Your request is now receivedPrivacy - Trustpilot - Ticket 37313875

21 Aug 2025

EMAIL

20250821 0612 AEST - Concern regarding defamatory reviews - Trustpilot - Ticket 37334669

20250821 1129 AEST - You have got a new 5-star review - Trustpilot

22 Aug 2025

EMAIL

20250822 1016 AEST - SUBJECT-Immediate engagement required ongoing publication and republication after

notice contradi

- ABrodie

28 Aug 2025

EMAIL

20250828 0203 AEST - Letter of ResponseLegal - Trustpilot

20250828 1105 AEST - RELetter of Response - Matter Not Closed Final Deadline 3 Sep 2025 AEST - Soul

Legion - Trustpilot

PDF

Exhibits_Explainer_ByType_2025-08-28

01 Sep 2025

EMAIL

20250901 0720 AEST - RE-Decision on the review you have flagged - Trustpilot - Ticket 36723684

02 Sep 2025

EMAIL

20250902 0755 AEST - RE-Update on your request 00211219 thread W0RYoB1aeg6M0P6D0che5GA - ABrodie - Ticket

00211219

20250902 1040 AEST - RE-Decision on the review you have flagged - ABrodie - Ticket 36723684

10 Sep 2025

EMAIL

20250910 0914 AEST - We have received your inquiryCompliance Team - Trustpilot - Ticket 37940331

11 Sep 2025

EMAIL

20250911 1234 AEST - Re Weve detected misuse of your flagging tool on killfeed coTicket - Trustpilot -

Ticket 00243840



Jovin J (Trustpilot Content Integrity)
10 Sept 2025, 15:34 BST

Hi Anthony,

Thanks for your email and for outlining your concerns. To review the materials you've referenced, could you please resend the supporting evidence and attachments in **PDF, JPEG, or screenshot format**? This will help ensure we can open and assess all files properly.

Once we've received the documentation in one of these formats, we'll review your case in line with our guidelines and policies.

Best regards,

Jovin J,
Content Integrity Team



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

Anthony Brodie
10 Sept 2025, 12:14 BST

Subject: Re: We've detected misuse of your flagging tool on killfeed.co - Ticket [REDACTED]
Requester Name: Anthony Brodie
Requester Email: [REDACTED]
Account: Killfeed
Case Creation Date: 2025-08-10 09:15:55

=====
*** INITIAL CUSTOMER MESSAGE/CASE DESCRIPTION ***
=====

Subject: Final Legal Notice – Retaliatory Conduct and Continued Publication of

Defamation After Notice

To all recipients,

On 10 August 2025, mere hours after being served with a formal cease-and-desist (attached), Trustpilot issued a baseless and retaliatory accusation of "misuse of the flagging tool" against my business, Legion Killfeed. This response is not only false but transparently punitive and further escalates the serious legal exposure Trustpilot now faces.

Let me state this unequivocally: Trustpilot has been given multiple formal legal notices identifying specific reviews that breach its own policies and multiple laws (UK Defamation Act 2013, EU Digital Services Act, Australian common law defamation, and criminal codes). These include reviews by:

- "Cunt" – obscene username, no genuine experience, slanderous content
- "WARZONE" – coordinated posting tied to rival service
- "Danny Hayes" – UK-based competitor openly inciting attacks
- "Brett Jones" – defamatory statements online and in Discord, documented as part of an abuse campaign
- "Robert McDonovan" – whose review has been proven to be from a non-customer (see attached logs)

Despite more than a dozen flagged instances and detailed documentation, including Discord logs and screenshots, Trustpilot has failed to take comprehensive action.

Instead, after receiving a legally binding cease-and-desist naming individual staff and citing defamation, your team launched a retaliatory "misuse" allegation — in what appears to be a blatant attempt to intimidate a small Australian business into silence.

This email places Trustpilot and all named recipients on final legal notice:
Immediate Demands:

1. Remove all defamatory reviews identified in prior correspondence (see attachments).
2. Withdraw the retaliatory "misuse" allegation immediately and confirm in writing.
3. Preserve all logs, internal messages, moderation decisions, and IP metadata related to reviews and flagging for all named users.

Failure to comply within 72 hours will result in:

- Immediate civil action under UK and Australian defamation law
- Referral to:
 - UK Competition & Markets Authority
 - Australian Competition and Consumer Commission
 - EU DSA enforcement coordinators
 - Danish Forbrugerombudsmanden
 - Australian eSafety Commissioner
- Individual staff responsible for publication, inaction, or retaliation may be named as defendants

I am attaching all relevant files, including:

Cease and Desist.pdf

Sent To Many.pdf

Full Trustpilot Email Thread.pdf

Coordinated Harrassment.pdf
Formal Complaint to eSafety Commissioner
Trustpilot_Complaint_04Aug2025.pdf

The publication of defamatory, obscene, and fabricated content by known competitors and former users — after formal notice — constitutes an ongoing legal violation. Trustpilot has been given ample opportunity to act. It has chosen to retaliate instead.

This ends today.
Anthony Brodie
Owner – Legion Killfeed
Sydney, NSW, Australia

[REDACTED]

=====

*** COMPLETE CONVERSATION HISTORY ***

=====

Hey,

We've received your request: [REDACTED]

Need to add more info to your request? Just reply to this email to update it.

Have a great day!
Trustpilot Support

Subject: Final Legal Notice – Retaliatory Conduct and Continued Publication of Defamation After Notice

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Trustpilot has been given ample opportunity to act.

It has chosen to retaliate instead.

This ends today.

Anthony Brodie

Owner – Legion Killfeed

Sydney, NSW, Australia

legionkillfeed@outlook.com

 ./trustpilot/Additional_Information/20250810 - Cease And Desist Letter - ABrodie.pdf

 ./trustpilot/Additional_Information/20250811 - Brodie Response to Legal.pdf

 ./trustpilot/Additional_Information/Full Trustpilot Email Thread - EMAIL ATTACHMENT ONLY.pdf

 ./trustpilot/Media/proof-they-edits-screenshot.jpg

[./trustpilot/Media/proof-they-edits-screenshot.jpg](#)
[./trustpilot/Media/proof-they-edits-screenshot.jpg](#)
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[./trustpilot/Media/proof-they-edits-screenshot.jpg](#)
[./trustpilot/Media/All Malicious Behaviour + Stolen Code/Trustpilot/Reviewer WARZONE/Warzone Reinstated - 1 September 2025.mp4](#)
[./trustpilot/Emails/20241123 1000 AEST - See how putting feedback at the forefront can help your business - The - Trustpilot.pdf](#)
[./trustpilot/Additional_Information/20250804 - eSafety Commissioner - Coordinated International Harassment.pdf](#)
[./trustpilot/Additional_Information/20250804 - Complaint to Canadian Authorities Brett Jone.pdf](#)
[./trustpilot/Additional_Information/20250804 - Complaint to Canadian Authorities Brett Jone.pdf](#)
[./trustpilot/Additional_Information/20250804 - eSafety Commissioner - Coordinated International Harassment.pdf](#)
[./trustpilot/Additional_Information/20250804 - Formal Complaint to Thames Valley Police.pdf](#)
[./trustpilot/Emails/20250526 0522 AEST - This message serves as a formal complaint regardiHelp - Trustpilot - Ticket 34628817.pdf](#)
[./trustpilot/Additional_Information/20250804 - Initial Complaint.pdf](#)
[./trustpilot/Media/MainHarasser.jpg](#)
[./trustpilot/Media/MainHarasser.jpg](#)
[./trustpilot/Additional_Information/20250804 - The Drama.pdf](#)
[./trustpilot/Additional_Information/20250804 - Complaint to Canadian Authorities Brett Jone.pdf](#)
[./trustpilot/Media/MainHarasser.jpg](#)
[./trustpilot/Media/MainHarasser.jpg](#)
[./trustpilot/Media/All Malicious Behaviour + Stolen Code/Additional Harasser - MrTech AKA Brett Jones/MrTech2.jpg](#)
[./trustpilot/Media/All Malicious Behaviour + Stolen Code/Skynet_Link-Bug/kami-link-command-fail.z.jpg](#)
[./trustpilot/Media/All Malicious Behaviour + Stolen Code/Skynet_Link-Bug/kami-link-command-fail.z.jpg](#)
[./trustpilot/Media/Legion Killfeed/a_real_unsatisfied_customer.jpg](#)
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Trustpilot A/S
Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark
Company no. 30276582

