

Re: [Trustpilot] Re: Re: Update on your request #00713084 [thread::QrtFkOFteV-G1-y_nXb0u2A::]

From Soul Legion <legionkillfeed@outlook.com>

Date Tue 2025-12-16 9:52 PM

To Accounts Receivable <accounting+id1W56ZW-PJ5WE@trustpilotaccounting.zendesk.com>

Cc Trustpilot Legal <legal@trustpilot.com>; media@acc.gov.au <media@acc.gov.au>

23 attachments (15 MB)

2025-12-16-trustpilot-update-claiming-kamy-deleted-ticket-00749991.pdf; 2025-12-12-they-literally-are-hiding-proof.pdf; 2025-12-13-trustpilot-akhil-explained-process-again.pdf; 2025-12-16-trustpilot-update-on-your-request-00713084.pdf; 2025-12-16-i-can-trace-each-missing.png; 2025-12-16_all-reinstatements-post-complaints.png; 2024-12-03-karl-messer-mosey-reinstatement.jpg; 2024-12-03-karl-messer-mosey-reinstatement-message.jpg; 2025-09-01-warzone-reinstatement-post-legal-engagement.jpg; 2025-12-05-unholy-account-visible-trustpilot.png; 2025-12-12-they-are-criminals.png; 2025-12-12-they-cant-deny-being-criminal.png; 2024-12-03-karl-review-reinstated-first-time.jpg; 2024-12-10-karl-false-review-reinstated-second-time.jpg; 2024-12-19-karl-review-reinstated-third-time.jpg; 2025-08-02-august-refusal-remove-karl-review-that-was-gone-for-4-months.jpg; 2025-08-02-august-refusal-remove-karl-review-that-was-gone-for-4-months-b.jpg; 2025-08-28-karl-review-shows-trustpilot-rejected-all-flags-nov24-aug25.jpg; 2025-09-01-review-reinstated-after-notice-after-legal-closed.jpg; 2024-09-13-ozziehouos-anthony-buchanan-competitor-leaving-review.jpg; 2024-12-19-mason-links.jpg; 2025-12-06-all-reinstatements-so-far.png; 2025-12-06-kamy-reinstatements-invited.png;

It's rather ridiculous that you are trying to hide behind donotreply to avoid the truth.

Hi Reshma,

I acknowledge your request that communication remain professional. I will keep this factual.

Your latest position states: "As the reviewer has deleted their review, we are unable to assess the case further ... the matter has been resolved and closed."

That claim is not credible when weighed against what your own system has shown, and what has occurred over the weekend.

Key problems with the "user deleted it" explanation

1. The review did not simply vanish once and stay gone
From my records, the Kamy review stayed visible across multiple days after 12-12-2025, including while it was being disputed, and then it was silently removed without any corresponding, transparent explanation. A reviewer deleting their own content does not explain the timing, the prior moderation actions, or why the platform history and "flagging activity" record changed.
2. Trustpilot issued multiple "new review" notifications tied to different review URLs for the same reviewer/name
I have notification emails showing two separate Trustpilot review links for "Kamy left a new review":
<https://www.trustpilot.com/reviews/693293c61f9c706744aaafe2>
<https://www.trustpilot.com/reviews/69388b660c0cfa1c08c29029>
That is consistent with repeated re-posting or re-creation, not a clean "reviewer deleted it, case closed" narrative.
3. Your Business platform shows repeated reinstatement history and state changes, not a simple delete
The Trustpilot Business interface shows "reinstated on" and multiple dates for the same review item, which is an internal lifecycle trail. Again, that contradicts the idea that the matter is now unassessable because a reviewer deleted something.
4. The "Flagging activity" history itself changed, including items disappearing after escalation
I have side-by-side captures of the flagging activity list from 06-12-2025 compared with 16-12-2025. Multiple critical entries and/or review items were silently removed from the history, after I escalated the conduct to the eSafety Commissioner. This creates a serious integrity issue. Courts take a very dim view of disappearing records in the middle of an active dispute, especially after notice.
5. Your team already assessed this reviewer and content before the alleged deletion
This ticket includes a full decision email and supporting rationale. It is not reasonable to claim Trustpilot cannot assess further when Trustpilot has already assessed, communicated a decision, and has access to the underlying case notes and audit history. If the review is deleted, Trustpilot still holds the audit trail. If you are refusing to disclose it, that is a separate issue from "cannot assess".

What I need from Trustpilot now

1. Confirm exactly what event occurred
State clearly whether the review was:
 - Deleted by the reviewer,
 - removed by Trustpilot moderation,
 - unpublished as part of a dispute workflow,
 - migrated/merged/deduplicated into another review object,
 - or otherwise altered.
2. Provide the audit details for the deletion or removal event
At minimum:
 - Review ID(s) and profile ID,
 - timestamp in UTC,
 - event type (user delete vs moderator action vs automated action),
 - and confirmation that the original review text and metadata are preserved internally.
3. Provide the full review lifecycle history
Including creation, edits, disputes, reinstatements, removals, and any merges. If you are claiming the item is "deleted", then the lifecycle history becomes more important, not less.
4. Explain why the "Flagging activity" record changed and why reviews/history disappeared
If the UI no longer shows entries that previously existed, provide a written explanation of the mechanism and the reason.
5. Preservation notice
Treat this as formal notice to preserve all records relevant to this matter, including internal notes, moderation logs, review versions, reviewer metadata, and staff actions for Case #00749991 and the related matters already raised. The record integrity issues and the timing since eSafety escalation are now central, and will be put before a regulator and a court.

If Trustpilot wants to maintain that "the reviewer deleted it", then the only acceptable way to close this is by producing the underlying audit evidence that supports that claim, and by explaining the disappearing platform history. Otherwise, it looks like an attempt to avoid accountability by making the evidence trail go away after legal and regulatory notice.

Regards,
Anthony Brodie
Owner, Legion Killfeed