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**Re: We've detected misuse of your flagging tool on killfeed.co**

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**From** Soul Legion <legionkillfeed@outlook.com>

**Date** Tue 2026-07-14 7:47 PM

**To** Trust Support <trust.operations@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; amk@trustpilot.com <amk@trustpilot.com>; carolyn.jameson@trustpilot.com <carolyn.jameson@trustpilot.com>; frci@trustpilot.com <frci@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>; Info - Trustpilot <info@trustpilot.com>; investor.relations@trustpilot.com <investor.relations@trustpilot.com>; Jawayne <jap@trustpilot.com> <jap@trustpilot.com>; kbea@trustpilot.com <kbea@trustpilot.com>; Partnerships - Trustpilot <partnerships@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; publicaffairs@trustpilot.com <publicaffairs@trustpilot.com>; revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; sama@trustpilot.com <sama@trustpilot.com>; socialmedia@trustpilot.com <socialmedia@trustpilot.com>; Support <support@trustpilot.com> <support@trustpilot.com>; trustpilot@headlandconsultancy.com <trustpilot@headlandconsultancy.com>

**Cc** revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>

Trustpilot Privacy, Legal, Content Integrity and Revenue Technology,

I reject Trustpilot's allegation that I have misused the flagging tool.

Your email does not identify a single review, report, date, selected category or allegedly improper flag. It is therefore impossible to determine whether this allegation concerns:

- the materially edited Ray Smith review;
- the substantially similar "Kyle" and "Killfeed review" website reviews published four minutes apart;
- other disputed reviews connected to the documented campaign against Legion Killfeed;
- reports submitted before or after reviews were materially edited;
- or a combined assessment of multiple unrelated reports.

Trustpilot cannot issue an adverse account classification using vague examples of what misuse "can include" while withholding the conduct it actually alleges occurred.

The assertion must be particularised before I can meaningfully respond to it.

**My reports concerned specific evidence, not whether reviews were negative**

I have not flagged reviews merely because they were negative.

The reports concerned specific and documented issues, including:

- materially false factual allegations;
- accusations of criminal or unlawful conduct;
- misrepresentation of preserved customer-support conversations;
- reviews materially rewritten after earlier moderation decisions;
- duplicated or substantially parallel wording;
- publication timing consistent with coordinated activity;
- accounts linked through prior review histories or other evidence;
- reviewers commenting on matters outside any genuine customer experience;
- and repeated removal, reinstatement, republication or alteration of disputed content.

This includes website-focused reviews where the surrounding circumstances raised legitimate authenticity and coordination concerns.

On 2 July 2026, "Kyle" and "Killfeed review" submitted separate one-star reviews four minutes apart. Both followed substantially the same sequence and complained about:

- alleged difficulty accessing or navigating the website;
- alleged mobile-display failures;
- colour and readability issues;
- and design elements supposedly distracting from the main content.

The timing, structure, subject order and language substantially overlapped.

Those reviews were not reported simply because they criticised the website. They were reported because the evidence created a legitimate concern about whether the reviews were independently written and represented genuine, separate experiences.

Trustpilot has also previously been supplied with evidence concerning the identities, histories and relationships associated with disputed accounts. Trustpilot cannot ignore that evidence, classify the reviews as "genuine negative reviews" without explanation, and then punish the business for reporting them.

**Trustpilot has not identified what it considers misuse**

Your email states that misuse can include:

- flagging many reviews in a short period;
- flagging a large proportion of genuine negative reviews; or
- flagging the same review repeatedly.

It does not state which, if any, of those examples Trustpilot alleges applies here.

Provide the following for every report included in the misuse determination:

1. The review identifier and reviewer name.
2. The date and exact time of the report.
3. The full review wording present when it was reported.
4. The report category selected.
5. The specific content identified in the report.
6. Every version of the review existing before and after the report.
7. Whether the review had been materially edited.
8. Whether reports against different versions were counted as repeat flags against the “same review.”
9. Whether Trustpilot considered similarities between separately published reviews.
10. Whether Trustpilot considered evidence of account, identity, competitor or campaign links.
11. The exact report Trustpilot says was unfair or inconsistent.
12. The reason Trustpilot says that report lacked a proper basis.
13. Whether Trustpilot considers each disputed review genuine and the evidence supporting that conclusion.
14. Whether the determination was automated, manually reviewed or both.
15. The thresholds, rules, scores or signals used.
16. The employee, contractor, team or system that approved the allegation.
17. Why `revenue technology+ceur@trustpilot.com` was copied into the warning.

Until Trustpilot supplies those particulars, its allegation is unsupported and procedurally unfair.

### **Separate reviews cannot be treated as immune from reporting merely because they concern the website**

A person does not need to purchase the bot before leaving a review about publicly accessible website content. That does not mean every website review is automatically genuine, independent or immune from investigation.

Where separate accounts publish highly similar one-star reviews within four minutes, Trustpilot must assess:

- linguistic similarity;
- account creation and activity history;
- device and network signals;
- referral sources;
- review timing;
- prior relationships;
- repeated phrases and topic order;
- and any available evidence of coordination.

Trustpilot has access to information that I do not, including internal account, device, access and fraud-detection data.

It is improper to punish me for raising a supported coordination concern while withholding whether Trustpilot performed that analysis.

### **The Ray Smith reporting defect remains relevant, but may not be the sole trigger**

The Ray Smith matter remains relevant because Trustpilot permitted the reviewer to materially rewrite his publication and introduce new allegations, while the interface disabled the Defamation category on the basis that the review had already been reported.

The system displayed:

“This review has already been flagged for this violation.”

Trustpilot’s own interface nevertheless distinguished between the original and current versions and acknowledged that the current publication could differ from the wording assessed previously.

That creates an obvious procedural problem. A materially rewritten review may contain new allegations requiring a fresh report, even though it retains the same review identifier.

However, because your warning identifies no underlying reports, I am not asserting that the Ray Smith report was necessarily the only or primary trigger. Trustpilot must disclose whether it was included and how it was counted.

### **Trustpilot must not prejudge disputed reviews as “genuine”**

Your email describes misuse as potentially involving the flagging of “genuine negative reviews.”

That phrase cannot substitute for an actual finding concerning the reviews I reported.

Trustpilot must identify:

- which disputed reviews it has classified as genuine;
- what “genuine” means for this purpose;
- whether genuine merely means that an account passed basic verification;
- whether the reviewer was verified as an actual customer;
- whether website-only reviewers were checked for independence;
- whether coordinated participants can still be classified as genuine;
- and whether factual accuracy or unlawful content was considered separately from authenticity.

A real person can publish a coordinated, retaliatory, misleading or unlawful review. Basic account verification does not resolve those issues.

## Trustpilot created a reporting trap

Trustpilot's systems and enforcement now place me in an unreasonable position.

Where I report disputed reviews with detailed evidence, Trustpilot may:

- restore the content;
- allow the reviewer to rewrite it;
- disable the relevant reporting category;
- treat reports against materially different versions as repeated flags;
- threaten action for continued use of the reporting system;
- and refuse to identify which reports supposedly constituted misuse.

At the same time, Trustpilot tells me to use the flagging tools when content breaches its guidelines.

Trustpilot cannot require reports to be submitted through its systems, prevent proper reporting of edited content, and then penalise the business for attempting to use the process provided.

### Required immediate response

Trustpilot must:

1. Identify every report included in the misuse allegation.
2. Identify whether the allegation concerns Ray Smith, the website reviews, other reviews or all of them.
3. Withdraw the allegation pending disclosure and proper human review.
4. Remove any internal or public adverse classification based on the allegation.
5. Confirm that my account will not be restricted or suspended while the allegation is disputed.
6. Explain whether reports against materially edited review versions were counted as duplicate reports.
7. Disclose whether the "Kyle" and "Killfeed review" publications received a coordination analysis.
8. Disclose whether automated technology was used.
9. Explain Revenue Technology's involvement.
10. Transfer the matter to Privacy and Legal together with the existing site-wide removal demand.
11. Preserve every report, decision, version, system event and internal communication relevant to this allegation.

Do not respond with general flagging advice. I require the exact factual basis for the warning issued against my account.

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**From:** Trust Support <trust.operations@trustpilot.com>

**Sent:** Tuesday, 14 July 2026 6:05 PM

**To:** legionkillfeed@outlook.com <legionkillfeed@outlook.com>

**Cc:** revenuetechology+ceur@trustpilot.com <revenuetechology+ceur@trustpilot.com>

**Subject:** We've detected misuse of your flagging tool on killfeed.co

Hi macS = toliptsurT,

We've noticed that you've been misusing your flagging tool on killfeed.co, which goes against our [guidelines](#).

#### What is misuse of the flagging tool?

Misuse of the flagging tool occurs when a business flags reviews unfairly and inconsistently. This can include flagging lots of reviews in a short period of time, flagging a large proportion of genuine negative reviews, or flagging the same review repeatedly.

#### What do I need to do?

We've sent a notification to your Trustpilot Business account; please acknowledge it.

To make sure you flag reviews fairly and consistently, please refer to our [Guidelines for Businesses](#). Here's some helpful tips:

- Before you flag any reviews, take the time to consider and assess them. For example, you should only choose [the applicable flagging reason](#), and if you're asked to specify the problematic content, please be as specific as possible.
- Flag positive reviews for the same reasons you flag negative reviews.
- Remember that you can use negative reviews as an opportunity to [engage with your reviewers](#). Check out this article for more tips: [What do I do if I get a negative review ?](#)

#### What happens next?

If we continue to detect misuse of the flagging tool, you'll receive a warning. We'd rather avoid that, so we'd be grateful for your cooperation in resolving this issue.

If you have any questions or need support with the guidelines, please reach out to the Content Integrity Team by replying to this email or to your designated customer success manager.

Kind regards,

Trustpilot