TrustPilot

The past and present discussions of looking after my three TrustPilot business accounts.

- About my presence on TrustPilot
- The business guidelines for flagging a review
- JasmeowTheCat

About my presence on TrustPilot

I run three TrustPilot business accounts, JasmeowTheCat, Jasmeow.Systems and Jasmeow.Host being under the JTC branding, being a freelancer, system administration business and hosting business respectively.

This book will contain historical conversations with TrustPilot and future ones too about disputing non-legitimate reviews, headaches with their support team which is costing my businesses clients and finally reputation being substantially affected by the TrustPilot team not following their own review guidelines.

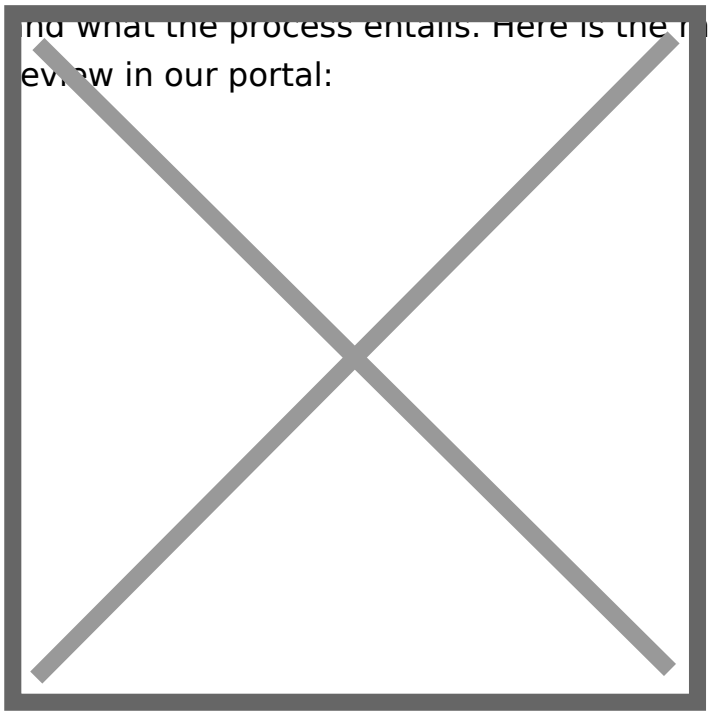
https://www.trustpilot.com/review/jasmeowthecat.lgbt

https://www.trustpilot.com/review/jasmeow.systems

https://www.trustpilot.com/review/jasmeow.host

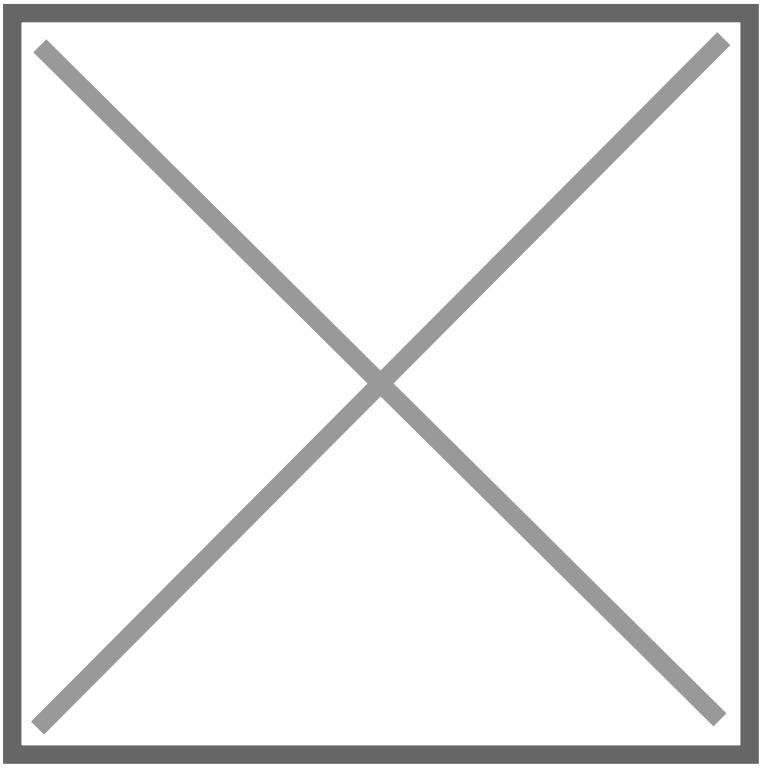
The business guidelines for flagging a review

Below are the following dispute reasons on TrustPilot businesses can use to potentially remove or update reviews from customers. This is dated 16th October 2024 at this time, and will update or amend as required. I will include an image from each category and what the process entails. Here is the main page after clicking on the flag next to a review in our portal:



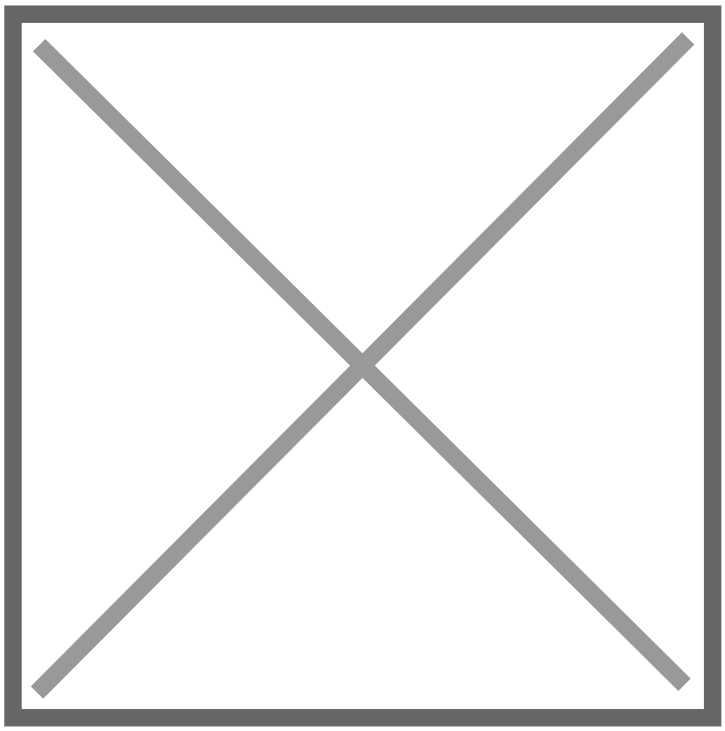


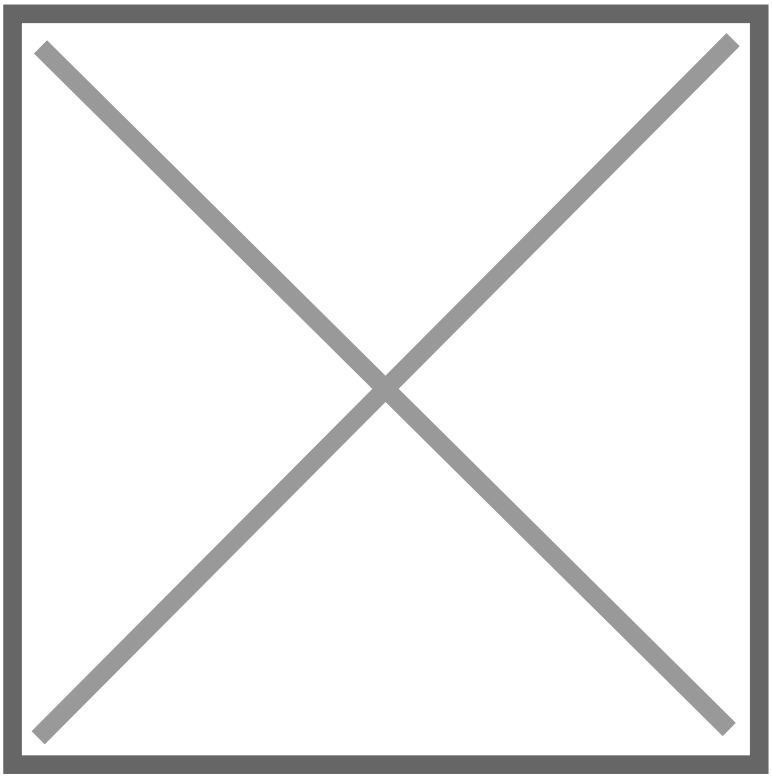
Harmful or illegal



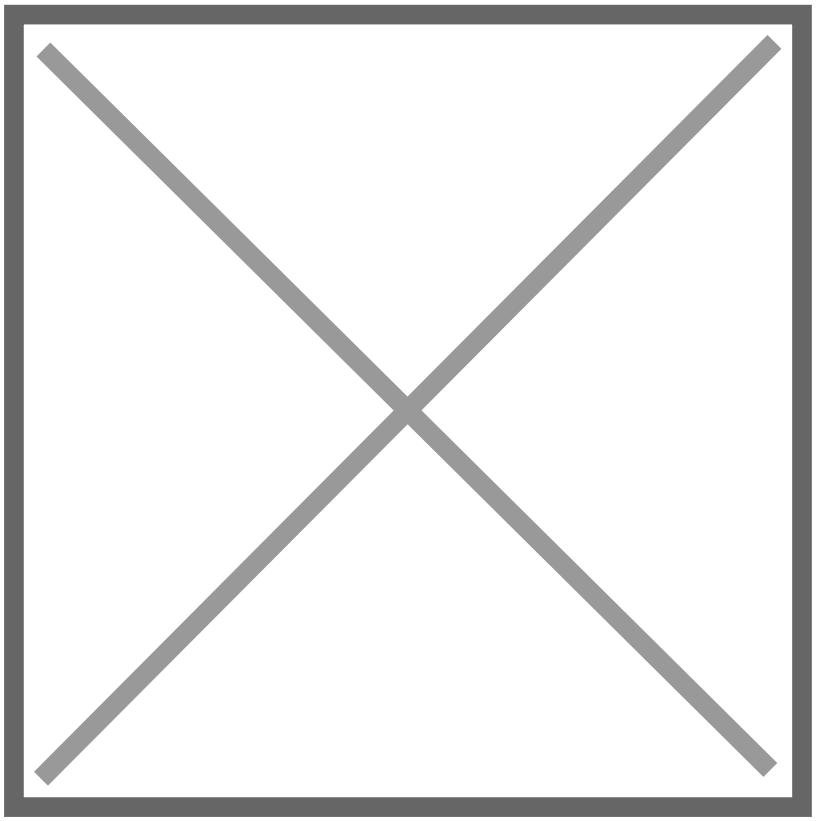
Note: Sorry to Karlo by using your review as the example. Thank you for the positive one <3

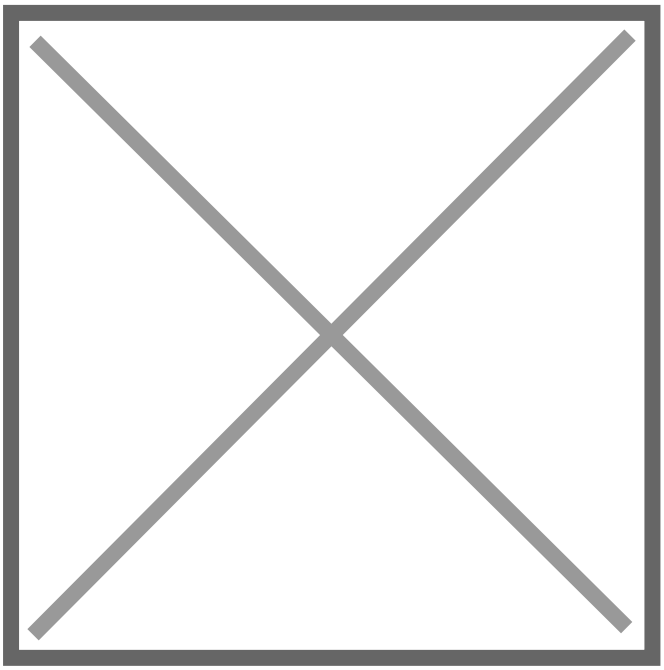
> Hate speech or discrimination



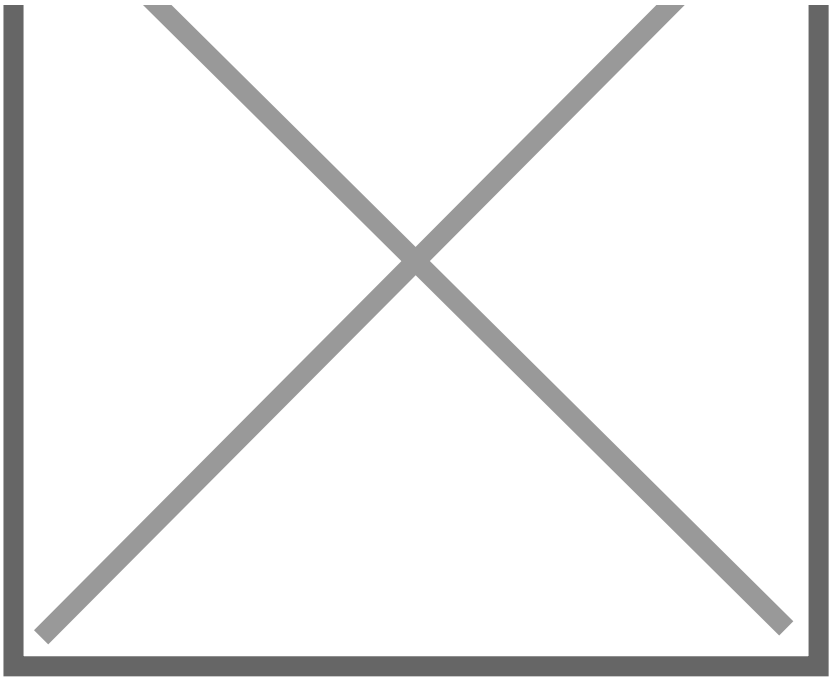


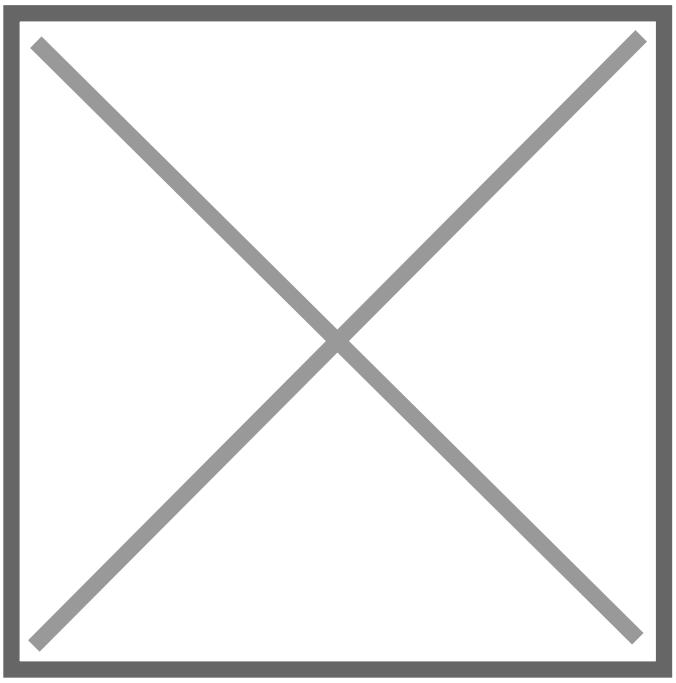
> Terorism



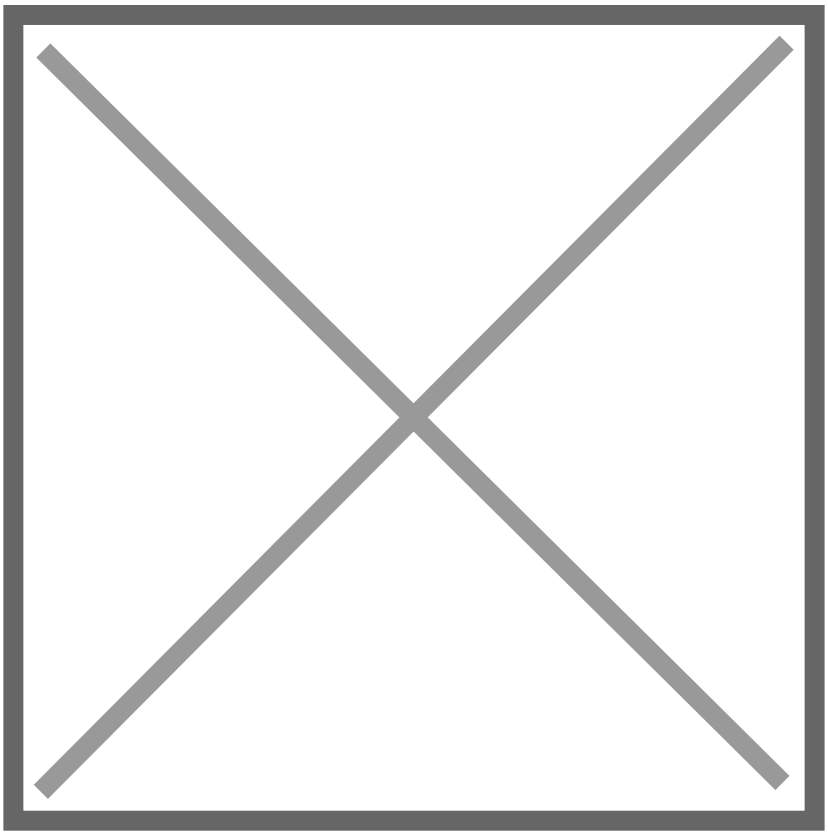


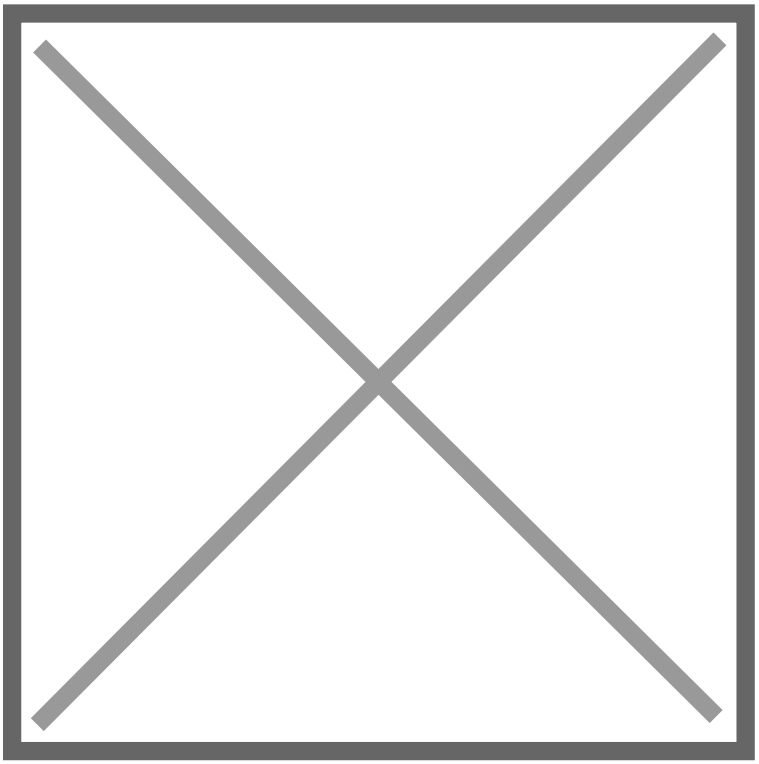
> Threats or violence



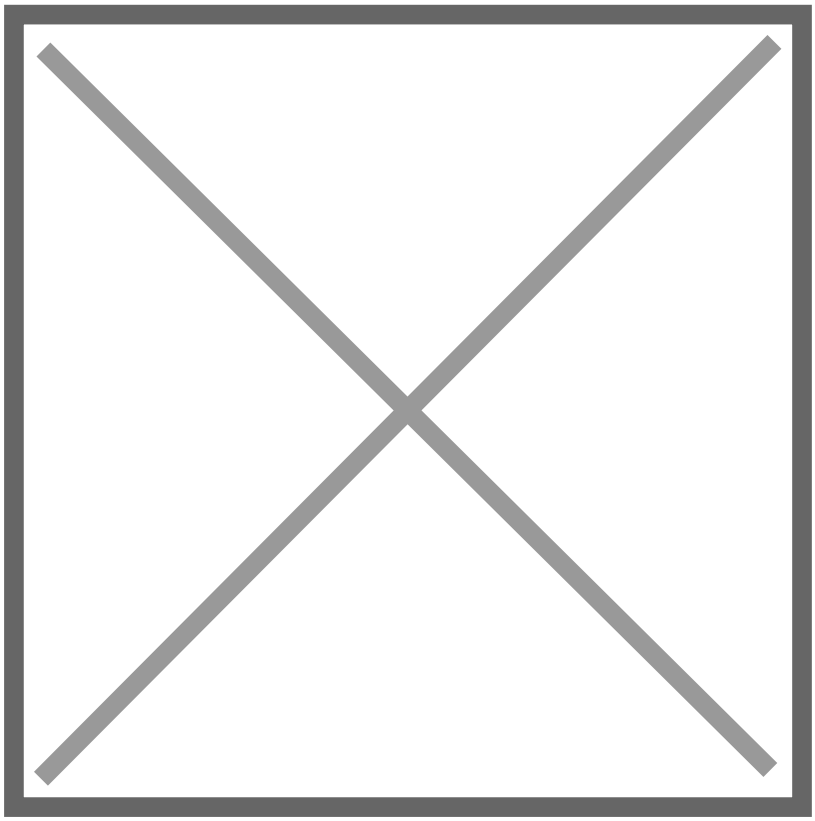


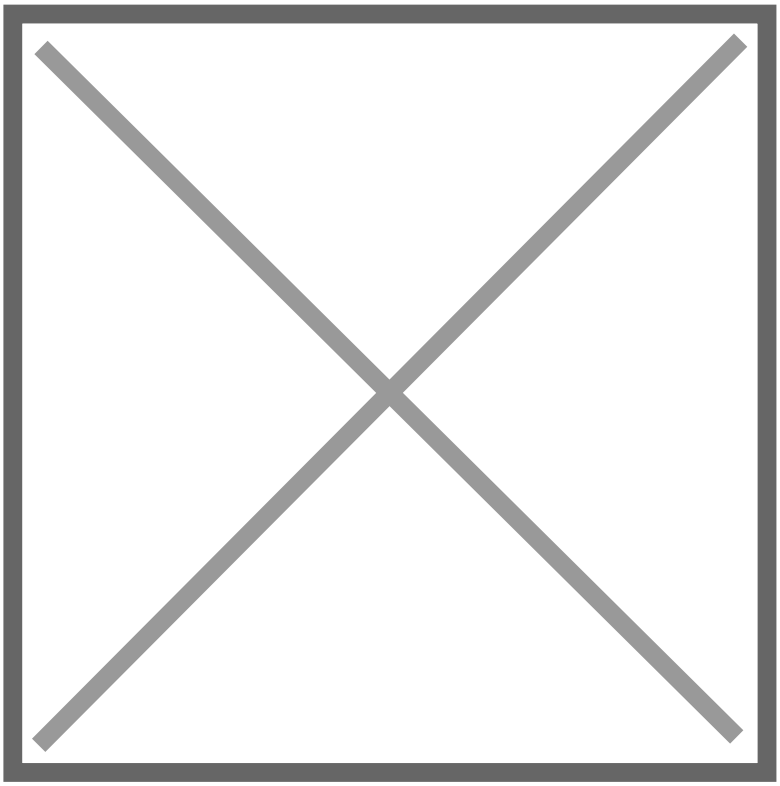
> Obscenity



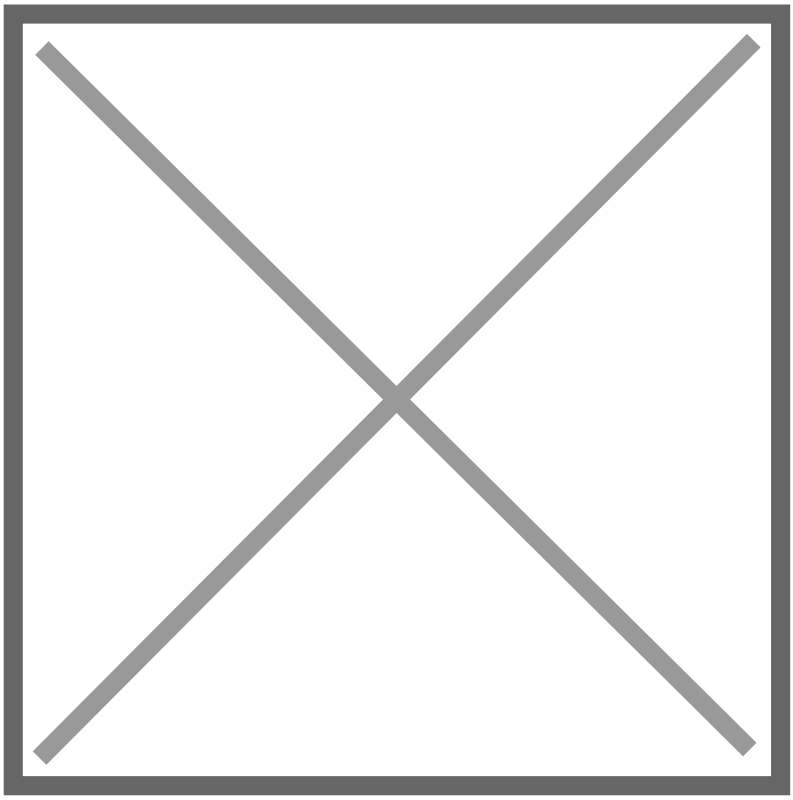


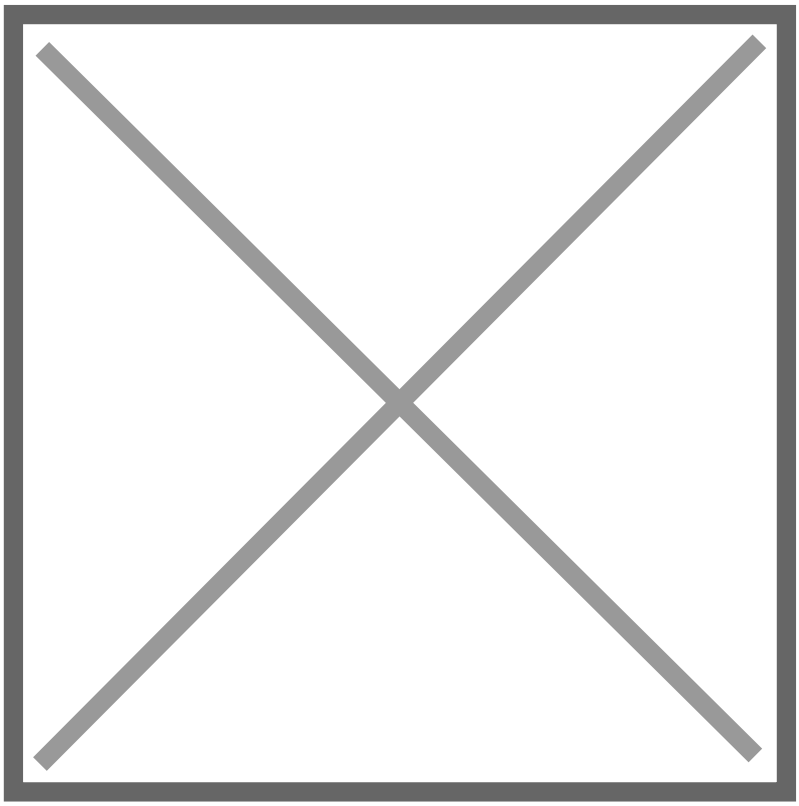
> Defamation





Personal Information

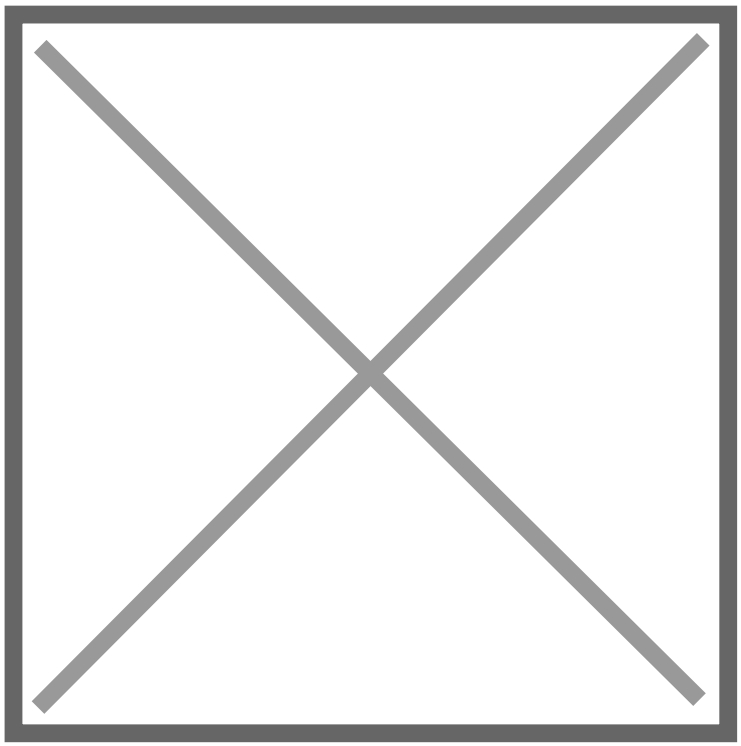




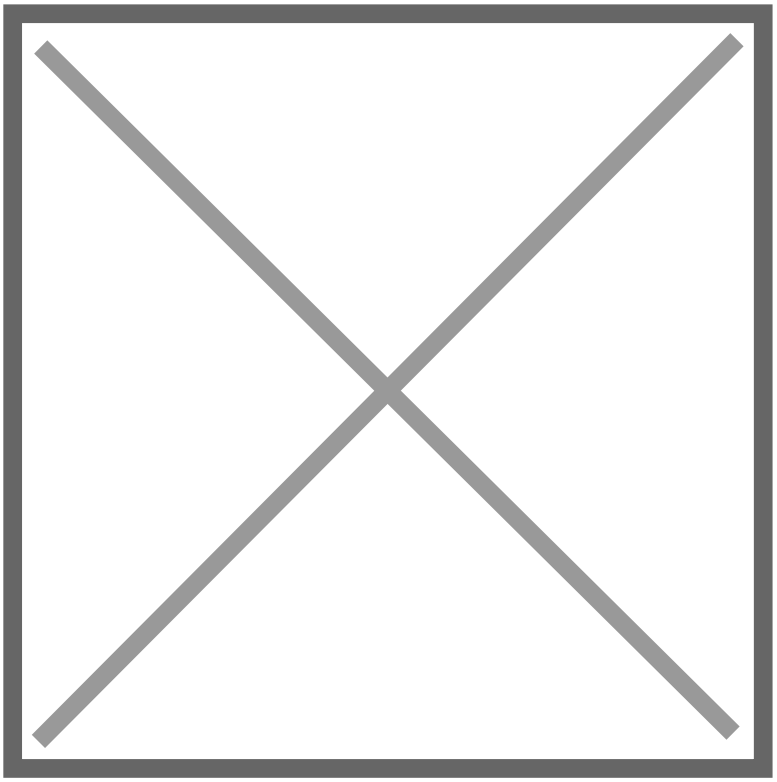
Avertising or promotional

> **Warning!** This also includes **spam reviews** which plays a key part in some of my disputes, but they use this category to state it is "advertising or promotional" which it isn't, it's just spam.

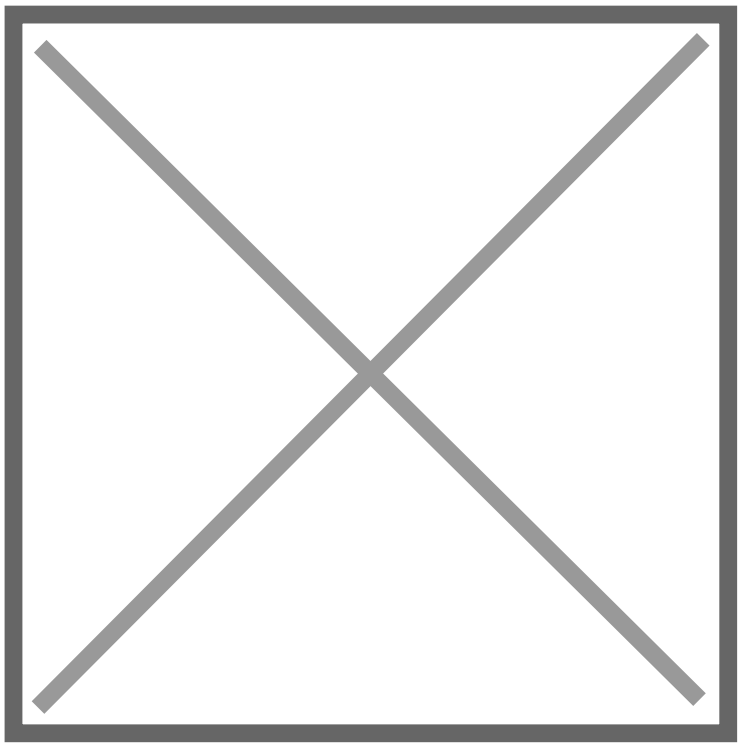


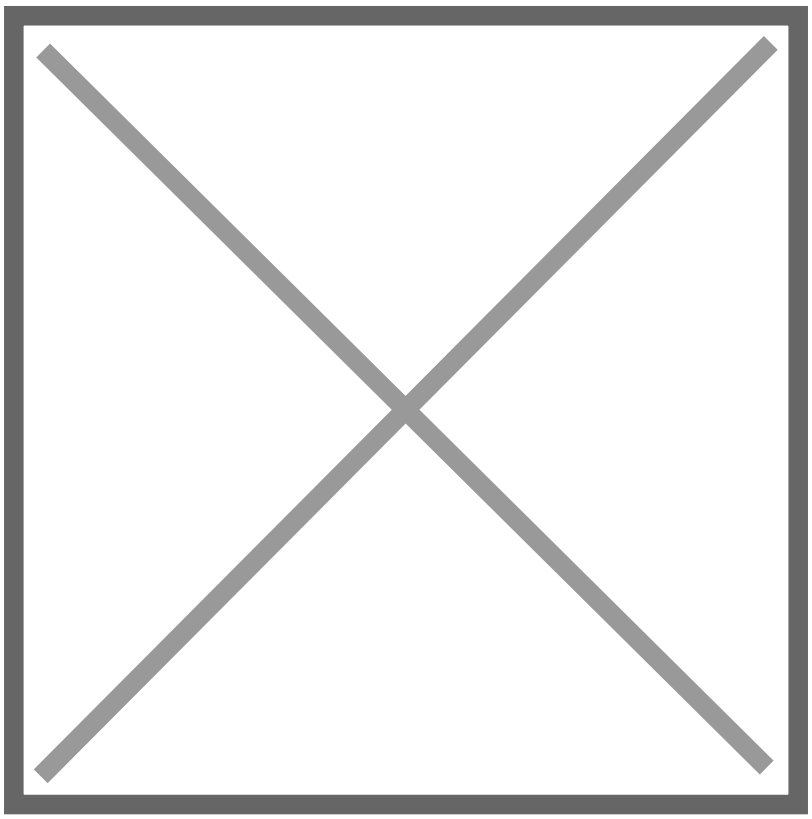


About a different business

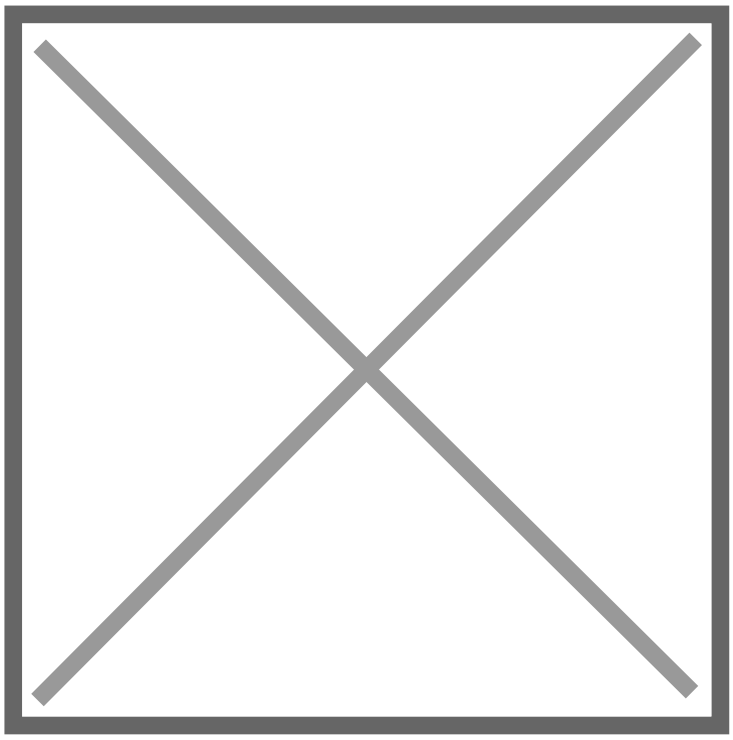


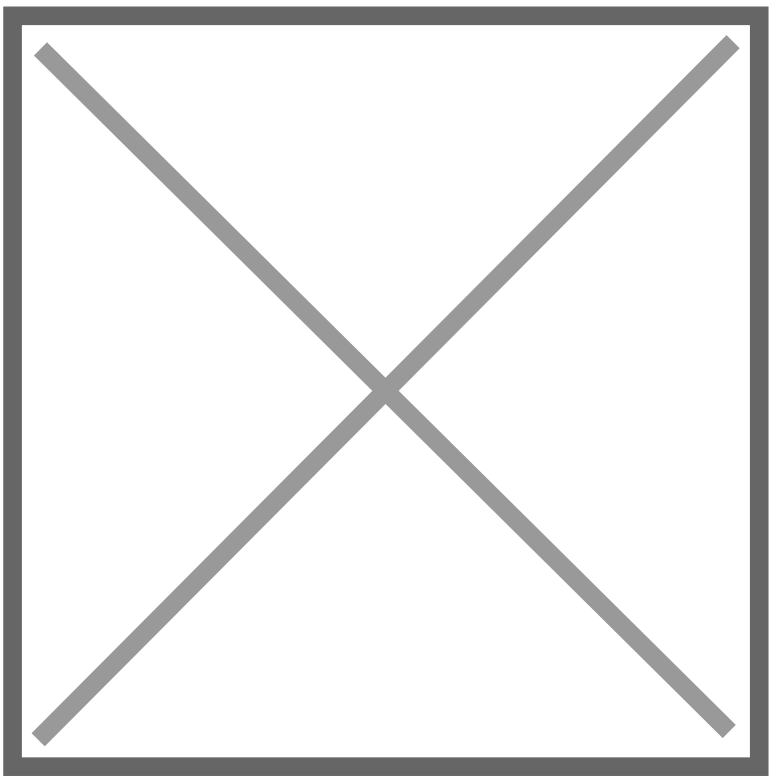
> About one of my other domains



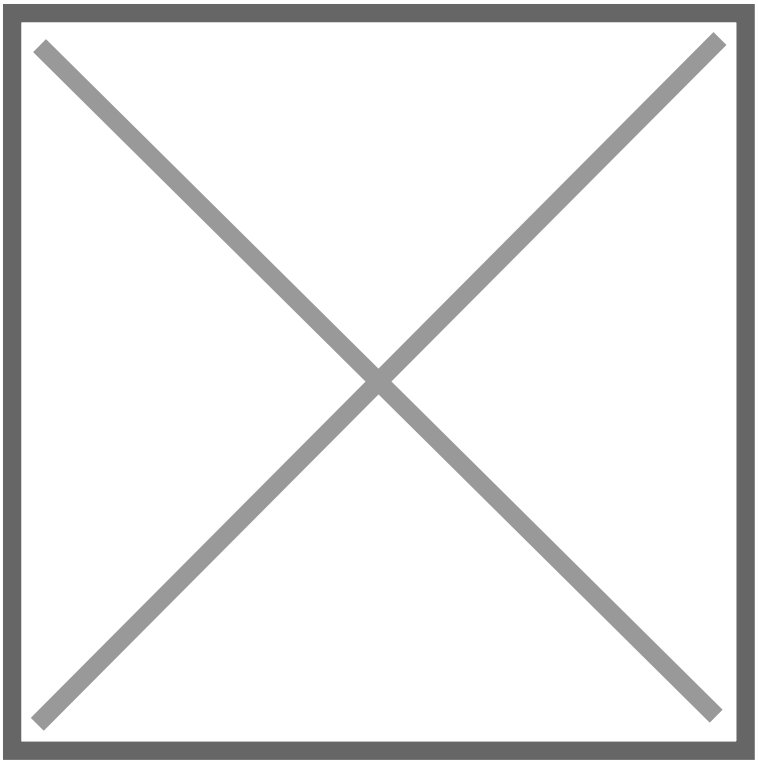


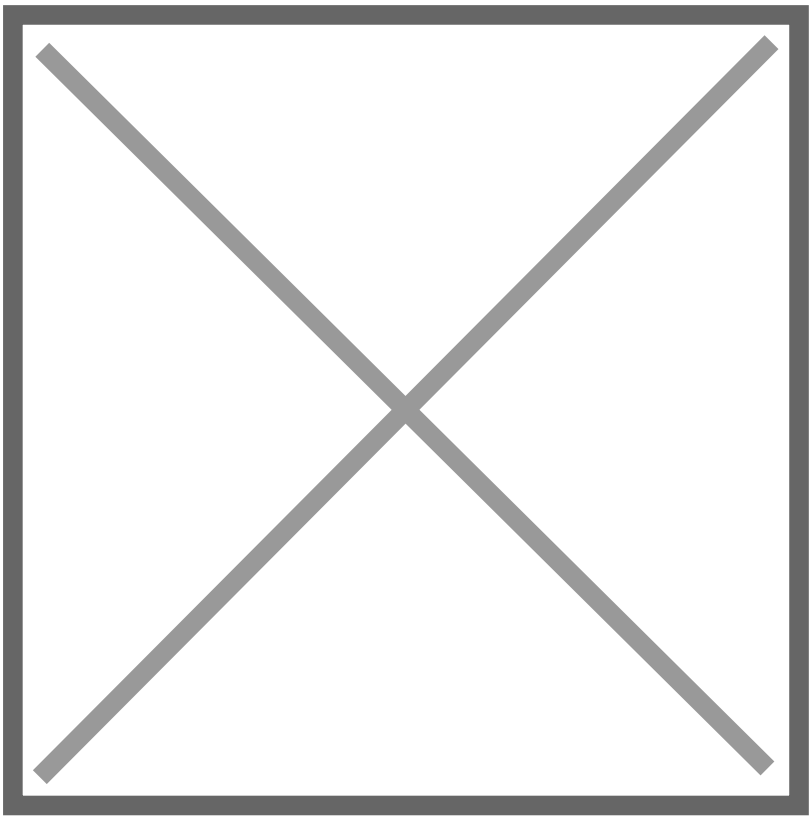
> About another business entirely





> I don't recognize the reviewer



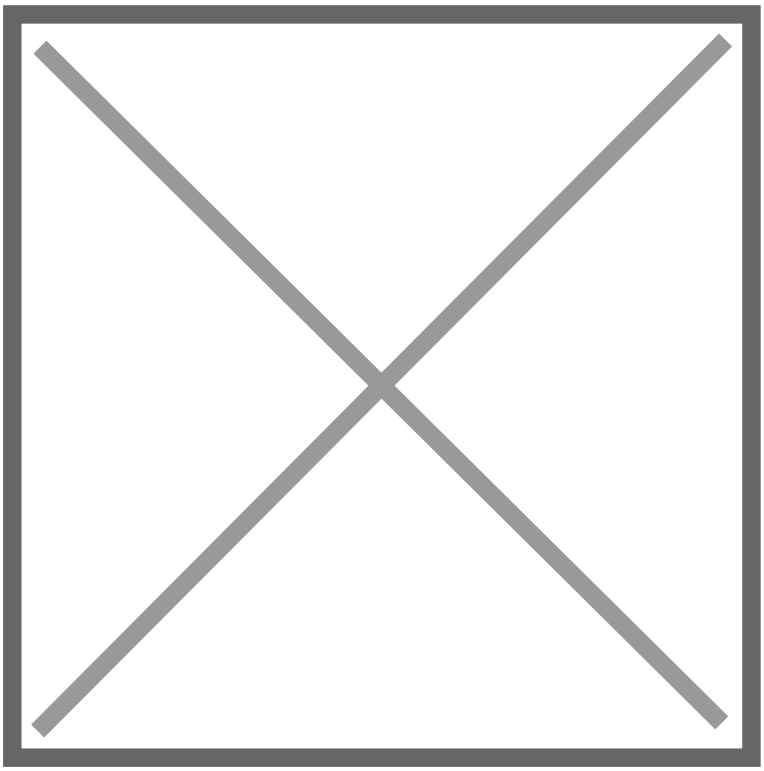


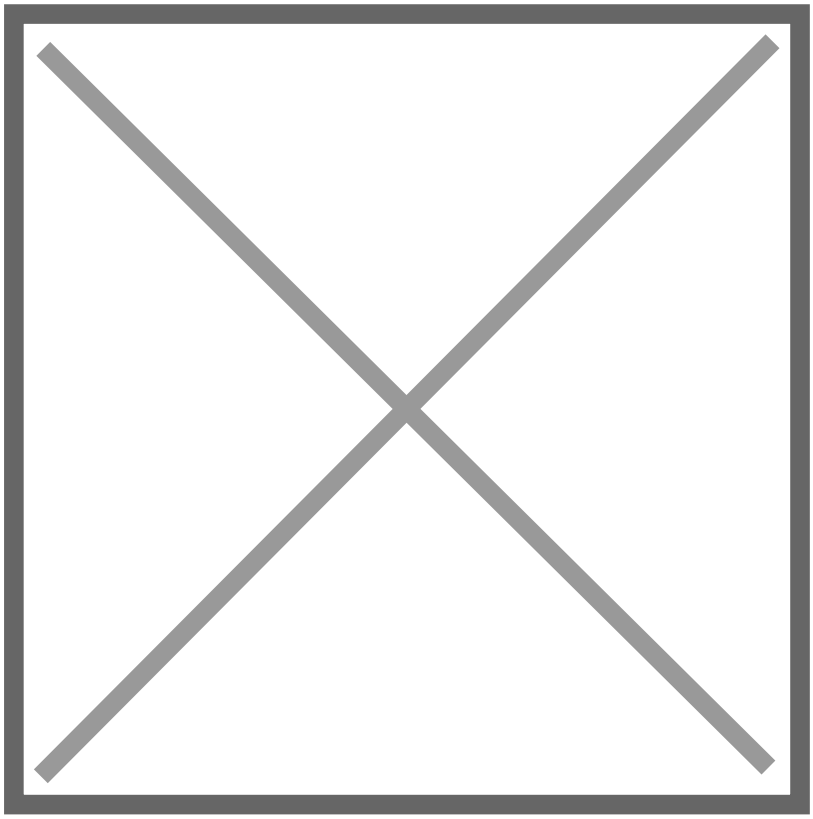
Not based on a genuine experience

> **Warning!** This one is **huge** as the policy recently changed where they use automated systems to detect if it's not based ona genuine experience (AKA, looking a website they went to previously, like Tawk.To live chat does), quoting them "*This mean we no longer need to ask the reviewer for documentation of*

> *their experience.*" **This is covered repeatedly in a lot of my disputes.**

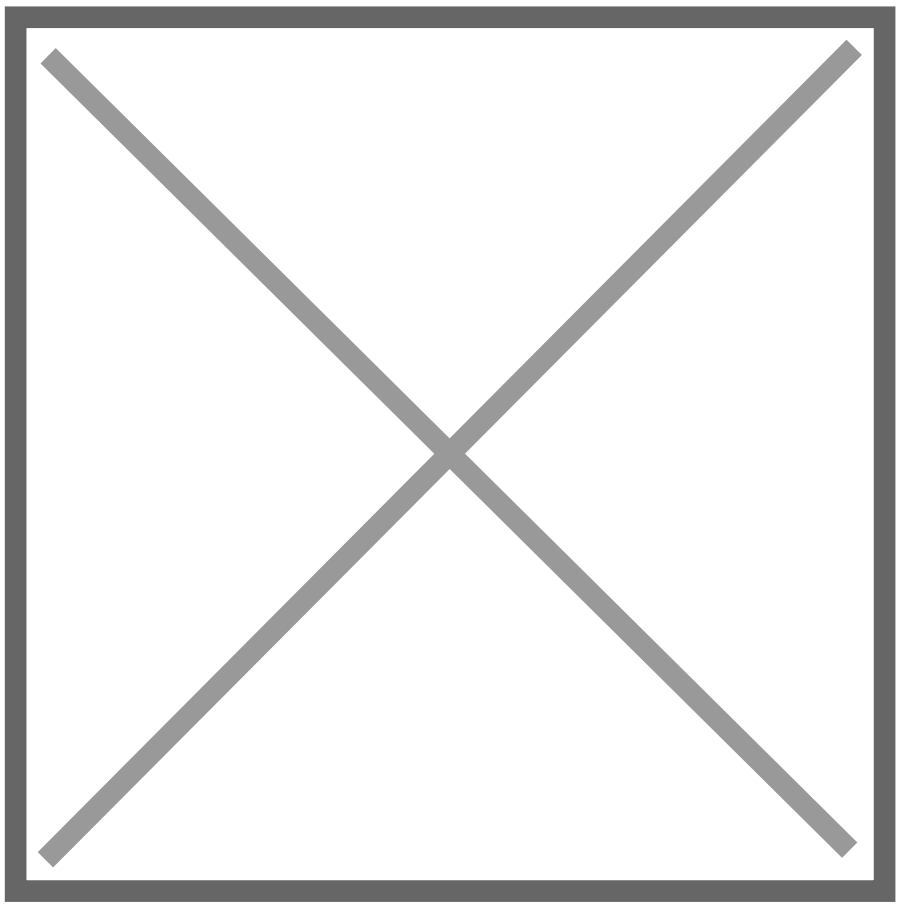
> **Remember!** A customer ***no longer*** has to provide evidence to prove they had a genuine experience. **Counter intuitive right? Yep, it's real.**





None of the flagging reasons apply

> Not helpful information but including it here as that's one of the buttons.



JasmeowTheCat

All the disputed reviews and communications with the team regarding the business JasmeowTheCat.