

## ACSC — Offer of Assistance (Email)

From: incidentcoord@cyber.gov.au (Simulation)  
To: LotusCare Incident Response Lead  
Subject: Offer of assistance — LotusCare cyber incident

We are aware of reporting relating to a potential ransomware incident affecting LotusCare Services.

The ACSC can provide support including:

- Incident response guidance and triage
- Threat intelligence and indicator sharing
- Coordination with relevant government partners
- Advice on public communications (operational security considerations)

If you wish to engage, please provide:

- A point of contact (24/7)
- Impact summary (services, systems)
- Any observed indicators (domains, hashes, IPs)
- Whether law enforcement engagement is underway

Regards,  
Duty Officer (National Incident Coordination)  
Australian Cyber Security Centre

Date: 2026-03-21 (Simulation)