

AI Submission Notes – Frequently Asked Questions (FAQ)

This FAQ covers common questions about the AI Submission Notes feature within Velocity. The feature allows brokers to generate structured lender submission notes using AI, voice dictation, or custom prompts.

What is AI Submission Notes?

AI Submission Notes is a feature inside Mortgage Request → Submission Notes in Velocity that uses AI to generate lender-ready submission summaries based on the information already contained in the file.

Where do I find the feature?

Within Velocity, open Mortgage Request and navigate to the Submission Notes section. You will see the Generate Submission Notes button and the microphone dictation button.

Can I dictate notes without using AI?

Yes. You can click the microphone button and dictate notes directly into the submission notes field without generating AI content.

What browsers support dictation?

Voice dictation is currently supported in Google Chrome, Microsoft Edge, and Mac Safari. Firefox does not currently support this feature.

Can I type my own AI prompt?

Yes. You can manually type instructions describing what you want the AI to generate. Example: “Summarize this deal focusing on strong income and clean credit.”

What information does the AI use?

The AI only uses information already present in the mortgage file. It does not guess, invent, or create missing data.

Does the AI use borrower personal information?

No — the AI does not use borrower personal identifying information.

Borrowers are anonymized before any data is sent to the AI.

- Personal details such as names, date of birth, or SIN are not included.
 - Borrowers are referenced only as “Borrower 1”, “Borrower 2”, etc.
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What structure do the notes follow?

The notes are automatically organized into sections such as Deal Summary, Property Details, Mortgage Product, Borrower Income, Down Payment, Assets, Credit & Debts, Other Properties, and Closing Details.

Do I still need to review the notes?

Yes. AI-generated notes are a starting point only. Brokers must review, edit, and confirm accuracy before sending notes to a lender.

How much does it cost to generate notes?

Generating AI submission notes is extremely low cost and generally works out to less than a cent per generation or transaction.

What is the difference between ChatGPT and Gemini?

Gemini is generally lower cost, while ChatGPT (GPT-5.4-mini) may provide slightly more consistent and structured wording for compliance-sensitive summaries.

Will my data be used to train AI models?

No — in this workflow, your data is not used to train AI models when using a paid API key.

When you connect your own paid API key (Gemini or ChatGPT), your data is processed through a secure API environment, not a public chat tool.

- Gemini (API): Data is not used to train the model in this setup.
- ChatGPT (API): Data is typically not used for training, but you should disable data-sharing/training settings in your OpenAI account for full control.

OpenAI Data Controls & Settings:

<https://help.openai.com/en/articles/7730893-data-controls-faq>

How do I stop ChatGPT from learning from my inputs?

Inside ChatGPT settings, users can disable the setting that allows conversations to be used for model training. This helps ensure data entered into prompts is not used to improve the model.

What does the AI assist prompt do?

The AI assist prompt acts as a set of instructions that tells the AI how to structure and write the submission notes in a professional, lender-friendly format.

This FAQ is intended for training and educational purposes related to AI Submission Notes in Velocity.